



Member Service Representatives

Carroll Electric Cooperative, Inc.

Position Description

Position Title: Member Service Representative

Reports to: Lead Billing Representative

Objective:

The Member Service Representative serves as one of the primary points of contact between Carroll Electric Cooperative and its membership. This position is responsible for delivering exceptional member service while accurately administering member accounts, billing, payment processing, service orders, and cooperative programs.

The Member Service Representative plays a vital role in maintaining positive relationships with members by providing timely, professional, and courteous service through in-person, telephone, electronic, and written communication. This position is expected to promote the cooperative's mission while ensuring accuracy, confidentiality, and integrity in every member interaction.

The Member Service Representative supports Carroll Electric Cooperative's commitment to providing **Safe, Affordable, and Reliable** electric service by helping members understand their electric service, rates, billing, and available cooperative programs.

Responsibilities:

The Member Service Representative is responsible for providing outstanding customer service to members while maintaining accurate and confidential member account information. This position serves as a trusted resource for members by answering questions, resolving concerns, processing requests, and promoting cooperative programs in a professional and courteous manner.

This position administers member accounts from initial application through service connection, transfers, disconnects, and final billing. Responsibilities include maintaining accurate account information, processing service orders, updating member records, administering budget billing, assisting with payment arrangements, and ensuring compliance with cooperative policies and procedures.

The Member Service Representative performs a variety of billing and payment processing functions to support the cooperative's financial operations. Duties include receiving and posting payments, balancing daily cash receipts, preparing deposits, processing electronic payments,

maintaining accurate financial records, and following established internal controls to safeguard cooperative assets.

This position develops and maintains a thorough working knowledge of the cooperative's electric rates, billing procedures, SmartHub, payment options, capital credits, energy efficiency programs, and member services. The Member Service Representative is expected to educate members regarding available programs and assist them in selecting services that best meet their needs.

The Member Service Representative works collaboratively with Operations, Engineering, Accounting, Communications, and other departments to ensure members receive timely, accurate, and complete service. This position maintains effective communication across the organization while always protecting confidential member information.

The Member Service Representative assists with cooperative events, including the Annual Meeting, member appreciation activities, community outreach events, and other member engagement initiatives as assigned.

During major outages, storms, or emergency events, this position may be required to work extended hours to assist members, provide outage information, support restoration efforts, and perform other duties necessary to maintain continuity of operations.

The Member Service Representative is expected to continuously seek opportunities to improve member service, increase operational efficiency, and contribute to a positive workplace culture that reflects the cooperative's values.

Perform other duties as assigned.

Qualifications:

- High School Diploma or equivalent required.
- Customer service experience preferred.
- Cash handling or financial transaction experience preferred.
- Utility, banking, or cooperative experience preferred.
- Experience with NISC software or similar utility billing software preferred.
- Proficient in Microsoft Office applications.
- Valid Ohio Driver's License.

Knowledge, Skills and Abilities

- Excellent customer service and interpersonal skills.
- Strong verbal and written communication skills.
- Ability to communicate professionally with members, employees, and the public.
- Strong attention to detail and organizational skills.
- Ability to maintain confidentiality of member and cooperative information.

- Ability to manage multiple priorities while maintaining accuracy.
- Strong problem-solving and critical-thinking abilities.
- Ability to learn and effectively utilize utility billing software and related computer systems.
- Ability to work independently while contributing as a member of a team.
- Ability to exercise sound judgment and maintain professionalism during difficult member interactions.
- Ability to promote cooperative programs and services in a positive and knowledgeable manner.
- Commitment to continuous learning and professional development.

Professional Expectations

The Member Service Representative is expected to represent Carroll Electric Cooperative with integrity, professionalism, and respect in every interaction.

Employees in this position are expected to:

- Deliver exceptional member service during every interaction.
- Foster a positive and welcoming environment for members and visitors.
- Protect confidential member and cooperative information.
- Maintain accuracy in all financial and member transactions.
- Support fellow employees through teamwork and collaboration.
- Embrace continuous improvement and process efficiency.
- Demonstrate flexibility during changing priorities and emergency situations.
- Support the cooperative's safety culture and organizational values.
- Positively represent Carroll Electric Cooperative within the communities we serve.

Work Environment

Work is primarily performed in a professional office environment requiring extensive interaction with members, employees, and the public.

The position requires frequent use of computers, telephones, office equipment, and other technology necessary to perform daily responsibilities. Regular sitting, standing, walking, reaching, bending, and occasional lifting of materials weighing up to approximately 30 pounds may be required.

The Member Service Representative may occasionally attend cooperative meetings, training sessions, community events, and educational programs. Evening or weekend work may occasionally be required.

During major outages, storms, or other emergency situations, this position may be required to work extended hours to support cooperative operations and member needs.

