



Job Description

JOB Member Service Representative

TITLE:

DIVISION: Member Service

DEPARTMENT: Marketing and Member Service

REPORTS TO: Member Service Supervisor

SUPERVISES: None

FLSA STATUS: Non-Exempt

DATE ISSUED/REVISED: June 2018

GENERAL SUMMARY:

This position is responsible for creating a refreshing, gratifying service experience for members and customers. The MSR will consistently exceed expectations, follow through on promises, and appreciate members and customers for their business. The position requires a high level of attention to detail and accuracy in work.

RESPONSIBILITIES

1. Answer incoming telephone, mail, live chat and email inquiries/requests. These inquiries/requests include, but are not limited to: billing, metering, high usage, account information, members and customers starting/canceling service, entering payments, creating payment arrangements, event participation, and potential other questions regarding services provided by the cooperative.
2. Provide courteous and professional service to members and customers and adhere to service standards set by the cooperative.
3. Act as the initial service call contact for members and customers with service problems such as water heaters, air conditioners, security systems, as well as various WH Services.
4. Make sales for WH products and services such as WH Appliance Repair, WH Tree Services, EZ pay, e-billing, budget billing, water heater replacements and other products that may arise.
5. Assist with planning and working at special events as assigned by the Member Services Supervisor.
6. Work at the annual meeting, and occasional after-hours WH events.
7. Answer incoming phone calls as the receptionist.
8. Work at the front desk occasionally and handle walk-in requests as assigned.
9. Update database/billing software with information pertaining to service inquiries.
10. Notify applicable internal parties of service issues as necessary.

11. Complete shared administrative tasks as assigned by supervisor including, but not limited to: collating mail, creating reports, stuffing envelopes and research.
12. Complete courtesy calls to customers who have had service work.
13. Maintain a positive attitude and accept challenges.

JOB CRITERIA

Education and Experience

This position requires a high school education and minimum three years customer service experience.

Key Competencies

Technical Competencies:

- Excellent oral and written communication skills
- Strong teamwork skills
- General knowledge of computer applications
- Pleasant personality and positive attitude
- Ability to work under pressure and stress
- Ability to maintain good personal appearance
- Ability to have patience with upset customers
- Attention to detail

WH Competencies: Must be able to achieve Quality Results, be Change Oriented, use effective Communication skills, be Customer Driven, foster Innovation, be a Continuous Learner, and display Teamwork behaviors.

Accountability: Full authority to carry out the duties of the position. Shall discuss with the Customer Service Supervisor when policies or procedures are not clear.

Working Conditions: – Work in a climate controlled office environment with minimal physical exertion. Works extensively with a telephone, computer terminal and ten-key pad. Occasionally lifts materials weighting up to 40 pounds. Interacts extensively with customers, the general public, and employees via telephone, personal contacts, and verbal and written communications. Occasionally may be required to drive to after-hour functions.

Continuing Education: All employees are expected and/or required to participate in WH's Training and Continuing Education program. Each employee will be counseled yearly on training opportunities and requirements required to maintain good standing.