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## **Job Title: Member Service Representative (9:30am-6:00pm)**

Wright-Hennepin Cooperative Electric Association is a member-owned, not-for-profit electric utility that provides power to rural Wright County and western Hennepin County. The cooperative has been a corporate citizen to the area since 1937 and currently serves more than 50,000 electric accounts.

We are hiring! As an essential service, we are continuing to operate. The position is located at our company headquarters in Rockford, MN, 15 miles west of Plymouth on Hwy 55. The hours will be Monday-Friday 9:30am-6:00pm.

The **Member Service Representative** 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.

### **POSITION RESPONSIBILITIES**

- Answer incoming telephone, mail, live chat and email inquiries/request related 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.
- Provide courteous and professional service to members and customers and adhere to service standards set by the Cooperative.
- 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.
- 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.
- Assist with planning and working at special events as assigned. Work at the annual meeting and occasional after-hours WH events.
- Provide back-up receptionist support. Work at the front desk and handle walk-in requests. Answer incoming phone calls and route as needed.
- Update database/billing software with information pertaining to service inquiries.
- Notify applicable internal parties of service issues.
- Complete shared administrative tasks as assigned by supervisor including, but not limited to: collating mail, creating reports, stuffing envelopes and research.
- Complete courtesy calls to customers who have had service work.

### **JOB REQUIREMENTS**

- High school degree or equivalent required
- 3+ years of customer service experience including handling high volume of phone calls required
- Experience working with billing software preferred
- Strong computer skills and familiarity with Microsoft Office suite
- Ability to work scheduled hours of 9:30-6:00 with occasional overtime, sometimes during non-working hours

## **JOB COMPETENCIES**

### **Member / Customer Service**

- Displays courtesy and sensitivity
- Manages difficult or emotional situations
- Meets commitments
- Responds quickly to member / customer needs

### **Planning and Organization**

- Prioritizes and plans work activities
- Uses time efficiently
- Plans for additional resources
- Integrates changes smoothly
- Sets goals and objectives
- Works in an organized manner

### **Dependability**

- Responds to requests for service and assistance
- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Commits to doing the best job possible
- Keeps commitments
- Meets attendance and punctuality guidelines

### **Productivity**

- Meets productivity standards
- Completes work in a timely manner
- Strives to increase productivity
- Achieves established goals

### **Self-Management**

- Regulates impact of own emotions upon others
- Remains focused and energized under stress
- Accepts criticism and recovers quickly from setbacks

## **WORKING CONDITIONS**

Work in a climate-controlled office environment with minimal physical exertion. Activities include work at the computer terminal and interaction with Wright-Hennepin personnel via verbal, written, and computer technology communication.