



Your Touchstone Energy® Cooperative 

SUMMARY POSITION DESCRIPTION

POSITION TITLE:	Member Care Representative
DEPARTMENT:	Member Services
REPORTS TO:	Member Care Manager
DIRECTLY SUPERVISES:	None
FLSA CLASS:	Non-Exempt – Union Member - IBEW #953

Position Summary

Member Care Representatives provide a comprehensive member service program which renders prompt and efficient service to members, employees, and the general public in the preparation and dissemination of information materials that contribute to a better understanding of and generate interest in cooperative programs and services. This position works with all of the departments at Jo-Carroll Energy, especially the Communication and Marketing Department to learn the most up-to-date service information and gathers the necessary data to ensure that member account information is current and correct. Progressively learns and applies the essential responsibilities and duties of the position through on the job and formal training.

Essential Responsibilities and Duties

1. Initiates and nurtures strong relationships with Jo-Carroll Energy members and employees, promoting continuous positive relationships.
 2. Takes member calls and provides accurate, satisfactory answers to their queries and concerns.
 3. Collaborates with other cooperative professionals to improve member service experience.
 4. Works with all relevant departments to resolve inquiries/investigations or member contacts including but not limited to service or product issues, member complaints, service questions, and new member inquiries.
 5. Informs and educates members of the many Jo-Carroll Energy products and services while encouraging them to participate.
 6. Assists walk-in and drive-up members and visitors.
 7. Receives and processes payments from members. Ensuring that payments are credited to the account on the same day as received.
 8. Creates service orders and processes them in a timely manner.
 9. Utilizes document imaging system.
 10. Mails necessary forms for new service applications when needed.
 11. Utilizes utility software programs to accurately enter and retrieve member records and reports, enters payment information and maintains the database.
 12. Performs in such a manner as to promote a safe working environment, efficient operation of the Cooperative, productive employees, and satisfied members.
 13. Performs all other duties pertaining to the cooperative within the limits of individual qualifications so assigned.
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Accountabilities

Member Care Representative

1. Processes work and member requests in a timely manner.
 2. Accuracy in work completed as measured by information input into the system.
 3. Member satisfaction as measured by survey and member complaints.
 4. Workflow processes as measured by amount of time to complete the work, timely turn-around of information and making sure that other employees work is not hindered.
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Qualifications

1. High School Diploma or equivalent.
 2. One-year minimum experience in an office environment. Experience working at a utility is desirable. Experience in customer service, accounting, or entry level sales is a plus.
 3. Able to maintain confidentiality of sensitive records.
 4. Proficient in data input as well as knowledgeable in MS Office applications.
 5. Able to learn new skills and changing procedures.
 6. Exceptional organizational skills.
 7. Strong communication skills, both written & verbal. Ability to multi-task & change tasks & priorities on short notice.
 8. Possess a valid driver's license.
 9. Able to handle stressful and demanding work situations at times because of work demands and consumer complaints.
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Working Conditions

1. Normal core working hours are 7:30 AM-4:30 PM, Monday through Friday. Overtime hours may be required as approved by Manager. On-time regularly scheduled attendance is required. Tardiness and unexcused absences will not be tolerated.
2. Generally, works in a climate-controlled office setting. Occasional work outside at cooperative member events.
3. Uses manual manipulation and near vision for paperwork, computer entry, work processing.
4. Uses hearing, speech and technology to communicate.
5. Minimal physical exertion.
6. At times, must be able to stand, move, crouch/stoop and bend, kneel, reach, and lift up to 25 pounds.

Created / Revised

5/7/2021 – Position Created (MAS)