



Job Opening

Job Title: Member Service Representative

Open Dates: 11/5/2021 – 11/19/2021

Please submit resumes to Daniel Pittman in the HR office.

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TALLAHATCHIE VALLEY ELECTRIC POWER ASSOCIATION
TALLAHATCHIE VALLEY INTERNET SERVICE
POSITION DESCRIPTION



Title: Member Service Representative	Reviewed: November 2021
Number: 43-4051	Exempt Status: Non-Exempt
Grade: _____	Reports To: Director, Member Services
EEO-1 Class.: _____	Supervises: None

I. POSITION OBJECTIVE

The Member Service Representative professionally represents Tallahatchie Valley Electric Power Association and Tallahatchie Valley Internet Services in providing customer service excellence through member contact such as responding to and resolving member inquiries and complaints, payment activity and maintaining member records. Member Service Representatives render prompt, courteous, efficient and reliable customer service to member-owners and subscribers by serving as the initial contact via telephone or in person and promoting good will by effectively communicating policies and procedures.

II. POSITION FUNCTION SUMMARY

Primary responsibilities include serving as the initial contact for members / subscribers by telephone or in person. Demonstrates effective skills in obtaining and researching facts and information. Interprets and analyzes information, including instructions and guidelines to make appropriate decisions. Makes every effort to serve all contacts courteously and efficiently, to respond to a variety of questions, initiate service work requests, handle a variety of account transactions, resolve complaints and, if unable to do so, refer them to the proper personnel, and strives to do all possible to develop member / subscriber support. Keeps appropriate personnel informed of all activities and advising of unusual situations or problems that arise. Cooperates with all employees in maintaining good working relationships and high morale; exchanges ideas, information and job experiences. Keeps informed and complies with all TVEPA / TVIS policies, procedures and rules. Participates in Job Safety and Training. Complies with all safety rules and regulations. Exercises reasonable care in the use and security of all company assets.

III. DUTIES AND RESPONSIBILITIES

The following statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all duties and responsibilities of personnel so classified.

- Serve as the initial contact for members, subscribers and the public providing friendly, helpful and professional services at all times. Assist the individual when possible with changes to the member / subscriber information in the Consumer Accounting Systems. This may include but is not limited to assistance in changing addresses, names, telephone numbers, pay arrangements, providing credit letters or consumption history, adding authorized parties to the account, or setting up auto pay or leveled billing in appropriate situations, and research payments, charges, or other account questions. All changes will be sufficiently documented and noted within the Consumer Accounting System.
- Assist with a variety of questions and needs, to include, but not limited too: initiate and process service orders for transfers, service connects / disconnects, disconnects for non-payment, outdoor lighting requests, internet / telephone questions and requests, and system or member related maintenance and repairs; thoroughly inform new members of policies and procedures; resolve billing questions such as current balance, usage history, or high bill complaints; and provide other information as requested.
- Educate and assist regarding energy assistance programs (LIHEAP), energy service programs (EScore, New Homes), and information technology programs (Smart App, Alerts/Reminders, Web, text services).
- Receive and accurately process payments from a variety of sources such as payments in the lobby / drive-thru, mail remittances, EFT/ACH remittances, credit card and e-check remittances, outside collection center remittances, kiosk payments and drop box remittances.
- Maintain filing system for payments, correspondence and adjustments. Ensure documents are filed properly and retained according to retention schedules.

- Makes all effort to resolve issues as completely, effectively and efficiently as possible or forwards to appropriate personnel for resolution.
- Provides emergency storm support during large outages by receiving outage calls, entering outage information into appropriate systems, and making note of significant information reported by the member that could aid in the prompt restoration of service.
- Effectively organizes and balances tasks and priorities to keep multiple duties on track.
- Communicates and acts professionally when greeting members, subscribers, suppliers, officials and the general public with business relationships to make them feel welcome.
- Selects and uses appropriate communication methods and follows through with commitments.
- Accepts challenges and supports change within the organization. Demonstrates commitment, and overcomes resistance through resourcefulness and creative problem solving.
- Promotes and maintains a positive safety culture while adhering to all applicable policies outlined in the Safety Manual.
- This position description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor as required.

IV. RELATIONSHIPS

Maintain good relationships in all contacts. Establish effective working relationships, provides information, assistance, coordination, advice and other positive communication that best represents the business needs of the organization with the following:

- **Internal:**
 - a) **Supervisor:** Two-way communication with immediate supervisor to report information and receive instruction and development.
 - b) **Other Employees:** Provides and acquires information and assistance necessary to assure the achievement of department and cooperative goals.
- **External:**
 - a) **Members / Subscribers:** Responds to inquiries, provides advice and assistance, and promotes policies, programs and services to develop understanding and support for the organization.
 - b) **General Public and Community:** Maintains good relationships in all contacts with the general public and community. Presents a friendly, positive and professional image for the organization.

V. POSITION REQUIREMENTS

- **Education and Accreditation(s):** High School Diploma or GED; Associate Degree in business, office technologies, accounting or similar discipline recommended.
- **Experience:** Minimum of two (2) years' customer service / cashier work experience with public contact; must be relevant to organization's business (bank teller, water, gas, telephone, cable, insurance, etc.).
- **Knowledge:** Attention to detail and excellent English grammar and foreign language (recommended); computer applications such as Microsoft Office products – Outlook, Word, Excel and Powerpoint.
- **Abilities / Skills:** Obtain working knowledge of billing, collection policies and procedures, Service Rules and Regulations, and computer applications within reasonable time period; effectively communicate Rules and Regulations and policies and procedures to member-owners and general public; able to multi-task effectively to perform job responsibilities.
- **Self-Management:** Regulates impact of own emotions upon others, remains focused and energized under stress, accepts criticism and recovers quickly from setbacks, projects realistic self confidence in abilities.
- **Equipment:** Computer, telephone, calculator / adding machine, copier, facsimile and other standard office equipment.
- **Physical Demands:** Work activities are performed at a counter, drive-thru window, computer terminal and desk; 80% of time sitting and remainder standing and/or walking also requires bending and reaching.
- **Work Environment:** Climate controlled office environment. Some travel may be required within and outside of the service territory. Overtime and adjusted work schedule as required.

Organization requires a physical that includes alcohol and drug testing upon acceptance of an offer of employment.