

**TALLAHATCHIE VALLEY ELECTRIC POWER ASSOCIATION
POSITION DESCRIPTION**



Title:	Business Office Manager	Reviewed:	August 2026
Number:	_____	Exempt Status:	Exempt
Grade:	_____	Reports To:	Director, Member Services
		Supervises:	Member Service Representatives Meter Readers, Collectors, Custodian
EEO-1 Class.:	_____		

I. POSITION OBJECTIVE

Help achieve the cooperative mission to enhance the quality of life and promote excellent service to TVEPA members and TVIFiber subscribers by:

- Managing front-line customer service personnel to ensure member/subscriber experiences result in enhanced customer perception of the Association while accomplishing the necessary business in an efficient, accurate and courteous manner.
- Possessing full knowledge of all areas concerned with member accounts, including membership application, billing, service requests, account adjustments, payment arrangements, capital credits, deposits, levelized billing, rates, surety, memberships, energy efficiency programs, PSC/TVA rules and regulations, FCC rules and regulations or similar matters and clearly and accurately interpreting same to members, employees and others concerned as circumstances require.
- Understanding and personally performing all duties in accordance with applicable policies, as well as effecting adherence to such rules by all employees within scope of supervision.
- Conduct oneself in such a manner as to contribute a better understanding of the Association when in contact with members, or the general public, as well as maintain a harmonious relationship with all personnel. Promote good will and good public relations through contact with members, subscribers and the public in general.

II. POSITION FUNCTION SUMMARY

- Sees self as a member service representative displaying a friendly, caring attitude. Practices positive communication including the ability to listen to the member's concerns and expectations. Works at being a problem-solver while defining TVEPA's / TVIFiber's ability to meet expectations. Is known for honesty, promptness in responding to members, and following up on a member's request. Takes responsibility for getting answers and/or directing the questions to the appropriate staff. Practices safety in order to protect self, employees and members. At all times, builds the member's / subscriber's confidence by providing superior service.
- Learns and communicates an understanding of TVEPA's business model including our history, structure, governance and the Seven Cooperative Principles.

Demonstrates the value of community involvement both personally and by TVEPA / TVIFiber.

- Demonstrates ability to be a team player that is willing to learn, change, compromise and teach others in a positive manner. Seeks to acquire new job skills and knowledge needed for a changing business environment. Takes on challenges and problems, and will risk doing things differently to meet business challenges. Displays a willingness to help everyone to deliver excellent service.
- Fulfills supervisory responsibilities including but not limited to planning, scheduling, delegating, appraising, coaching, counseling and teaching assigned personnel. Sets clear expectations and shows ability to change expectations as needed. Seeks solutions to problems and will listen and follow-up. Displays a willingness to try new approaches and supports employee initiatives. Leads by example and willing to do the work. Uses an open-door policy and is approachable and available. Supports team work throughout the cooperative and seeks to maintain a harmonious relationship with all TVEPA personnel.

III. DUTIES AND RESPONSIBILITIES

- Direct and develop daily member service functions, methods and standards of excellence for assigned personnel to insure effective, efficient daily operations.
- Communicate current policies and procedures to enable personnel to have a common basis for actions taken.
- Train and provide continuing instruction to assigned personnel on proper customer service techniques to establish / preserve the favorable public image of TVEPA / TVIFiber.
- Maintain Member Service personnel effectiveness and morale by monitoring performance, providing on-going coaching, identifying training requirements and providing up-to-date training.
- Provide guidance and direction for assigned Member Service department personnel in situations which are complex, out of ordinary, or without precedent.
- Personally handles member service issues of the most complex and sensitive nature and making independent decisions to make satisfactory resolve.
- Continually monitor improvements and developments within the constantly evolving customer service industry to facilitate changes to enhance TVEPA / TVIFiber member's experiences.
- Act as a liaison between Member Service department and other departments which includes ability to gather and disseminate information to and from the various departments.
- Provide members with assistance and advice in use of electricity and to promote the efficient and safe use of electricity in all possible applications.
- Analyze data and prepare appropriate management and statistical reports as directed.
- Develop and monitor short and long-term disaster preparedness plan for providing essential member service functions.
- Keeps Director, Member Services informed of any staffing / operational issues.
- With Director, Member Services direction, work with other departments to identify opportunities to improve members experiences.
- Willing to attend and actively participate in appropriate courses / training opportunities as may be made available.

- This job 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 Association 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 Association's goals.
- **External:**
 - a) **Member-owners:** Responds to inquiries, provides advice and assistance, and promotes Association's policies, programs and services to develop understanding and support for the Association.
 - 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 Association.

V. POSITION REQUIREMENTS

- **Education and Accreditation(s):** High School Diploma or GED; Associates Degree in Business, Marketing, Computer Applications, or similar discipline preferred.
- **Experience:** Minimum of 15 years Customer Service or Marketing experience.
- **Knowledge:** In-depth understanding / application of the Association's policies, procedures, Rules & Regulations. Good English grammar. Working knowledge of computer applications with Microsoft Office products (Word, Excel, Powerpoint, Outlook).
- a. **Abilities / Skills:** Ability to interact and effectively communicate (orally or written) with personnel and customers to provide superior service. Ability to remain calm and professional during customer contacts that can be highly stressful and verbally abusive. Possess excellent organizational and problem solving skills and able to work independently. Ability to resolve complex and sensitive matters through research, investigation and negotiation with personnel and / or customer. Ability to complete multiple tasks within critical deadlines. Must be able to maintain complete confidentiality in the performance of the position objectives. Ability to delegate, direct the activities of and motivate others. Possess a thorough knowledge and understanding of TVEPA policies, programs and practices. Exhibit a professional appearance and pleasant disposition.