

Job Description

Member Service Representative/Energy Advisor

Reports to: CEO

Responsibilities:

Job duties include but are not limited to marketing and implementing quality member and customer service programs consistent with the Cooperative's goals and objectives, enhancing the Cooperative's image through positive communication with members, employees, area contractors and the general public, and providing quality customer service to all member-owners and customers of the Cooperative.

Receive, research, and respond to all members' requests and inquiries. Conduct residential energy audits upon request and make recommendations for better use and conservation of electricity.

Read meters and effectively coordinate with other departments to deploy the Cooperative's Load Management and AMI system. Make disconnection for non-payment notifications and collections. Explain various rates to member-owners and assist in determining rate classifications.

Maintain contact and communication with public, civic, and local community groups. Provide safety demonstrations and programs for civic groups, schools, and other organizations as requested.

Assist with the Cooperative's monthly newsletter publication, "Current Connection" as well as any other publications and notices to members as required.

Provide supportive information to members and contractors about the uses of efficient electric energy, proper installation, and rebate programs. Administer and accurately maintains water heater and miscellaneous inventories.

Stay up to date on what is happening in the electric utility industry, rural utility services, and take part in legislative grassroots efforts.

Inform public on availability of First Alert, emergency response services. Assist in the administration and installation of all emergency phone systems.

Perform any other duties assigned by Management.