

MVEC Position Opening

Job Title: Member Service Representative

POSITION SUMMARY:

To provide enthusiastic, consistent, accurate and timely information/services to all new and existing members. This includes confidentiality and effective communications on all aspects/inquiries about the Cooperative; including knowledge of activities performed in the following departments: billing, metering, collections, engineering, marketing/sales, construction, operations, administration, external, capital credits and warehouse. To have a sound, working knowledge of policy systems and cooperative policies ensuring the forward movement towards the vision and strategic plan of the Cooperative.

DUTIES AND RESPONSIBILITIES:

- Performs as a “one stop” source for resolving all member inquiries including but not limited to, requests from current or prospective members who want to establish or terminate electric service, billing and meter reading, adjustments, consumption and usage, tax exemption, energy conservation, credit and collections, assistance programs, payment arrangements, payment programs, capital credits, budget billing, sales of products and energy wise programs, back up to team to ensure corporate goals and strategic plans are met.
- Performs Credit and Collection activities as it relates to the collections process, disconnects, assistance programs, payment arrangements, Pay as You Go program, and other related collections efforts, to ensure compliance with PUC guidelines and MVEC policies and procedures.
- Reconciles inquiries in a courteous, efficient, and professional manner, both orally and in writing, with answers that are consistent, accurate, and within established time standards.
- Assists with on-the-job training of team personnel in accordance with established procedures and practices.
- Proactively promotes MVEC’s products, services, and programs.
- Provides backup to team on an as-needed basis to ensure member satisfaction is achieved.
- Learns and applies new technology (i.e. iVue, SmartHub, PayGo, Micollab, etc.) into their skill set allowing them to effectively assist member inquiries and streamline internal processes
- Effectively manages and handles incoming call volume. Performs other tasks and special projects as assigned.
- Lives the Code of Conduct to help ensure that MVEC is a great place to work.

QUALIFICATIONS:

Education and Experience:

- High school diploma or equivalent preferred.
- Must have 2-3 years’ experience in a busy call center customer service environment, with a keen attention to detail and follow-through.

Knowledge, Skills and Abilities:

- Effectively utilize time and set priorities to meet changing deadlines, work in a fast-paced technological environment and ability to work under stress.
- Set priorities, detail and task oriented, organizational skills, respond to public inquiries, ability to multitask with frequent interruptions.
- Must possess excellent conflict resolution skills, mathematical aptitude and negotiation skills.
- Ability to interact effectively with people of diverse cultures, education and backgrounds to ensure customer satisfaction is met. Excellent phone, computer, oral and written communication skills.
- Self-starter, independent worker and team player.
- Positive attitude and enthusiasm.
- Flexibility to work various shifts.
- Use discretion and maintains confidentiality.
- Flexible and receptive to changing work environments.

Applicant must be committed to providing service beyond members’ expectations and follow through on commitments. If interested in applying, please send resume to HR@mvec.net by **Monday, Feb. 18, 2019**

Equal Opportunity Employer