

Position Posting



MINNESOTA VALLEY ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative 

Member Service Representative

The **Member Service Representative** provides 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. Responsible to serve members by promoting products and programs and meeting the member's needs for efficient energy use in the home. 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.

At MVEC we are a Team! Team Members are empowered to spend most of their time doing MVEC's hands-on work.

Leading by example, a Team Member's focus is to:

- Successfully carry out daily work, implement process improvements, suggest new ideas, serve on Teams, and proactively identify and resolve problems.
- Participate in setting goals and investigate training opportunities to build their skill set which allows work objectives to further the cooperative's strategy.
- Work cooperatively across departments, communicate effectively and be responsive.

All Team Members are accountable to MVEC's vision and mission, serving the membership and Team with servant leadership, dedication to safety and following the Team Member handbook.

Duties and Responsibilities:

- Performs as a "one stop" source for resolving all member call inquiries in member services and collections. Provides telephone contact with past due members, advising or persuading members on available payment alternatives, resolving problems and generating decisions affecting payments. 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.
- Proactively promotes MVEC's products, services, and programs.
- Assists with on-the-job training of team personnel in accordance with established procedures and practices.
- Provides backup to team on an as-needed basis to ensure member satisfaction is achieved.
- Effectively manages and handles incoming call volume.
- Performs other tasks and special projects as assigned.
- Lives the Spirit of our Cooperative.

Required Qualifications:

- High School diploma or equivalent
- 2 years' experience in customer service; preference to a call center environment.
- Excellent phone, computer, oral, and written communication skills.
- Excellent conflict resolution skills, mathematical aptitude, and negotiation skills.
- Effectively utilize time to meet changing deadlines, work in a fast-paced technological environment and ability to work under stress.
- Detail and task oriented, organizational skills, ability to multitask with frequent interruptions.
- Ability to interact effectively with people of diverse cultures, education, and backgrounds to ensure customer satisfaction is met.
- Ability to work in a flexible schedule to ensure department coverage
- Use discretion and maintain confidentiality.

Preferred Qualifications:

- Self-starter, independent worker, and team player.
- Positive attitude and enthusiasm.

Quality/Monitoring:

Telephone calls may be monitored to gather feedback for learning purposes and to ensure timely responses are communicated to members, business partners/customers with consistency and accuracy.

Applicants must be committed to providing service beyond members' expectations and lead by example. To apply, please submit a resume to jobs@mvec.net. Position open until filled. Preference to applicants that apply by **Sunday, December 3, 2023**.

Equal Opportunity Employer

Our Mission: To create exceptional member experiences, while safely providing reliable energy at cost.

Minnesota Valley Electric Cooperative is an equal opportunity provider and employer