

## External Job Posting

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### MEMBER SERVICES REPRESENTATIVE I (CONTACT CENTER)

**FULLTIME/PARTTIME:** Fulltime

**TYPICAL HOURS WORKED:** 8:00am – 5:00pm Monday – Friday\*; overtime hours as needed.  
Occasional travel may be required for meetings.

**EDUCATION REQUIRED:** High school diploma or equivalent; college degree preferred.

**REPORTS TO:** Manager of Member Services

#### JOB REQUIREMENTS:

- Cash handling experience in an office setting, along with experience working with the public;
- Ability to use a calculator and computer, with data entry skills;
- Excellent verbal and written communication skills;
- Ability to use various office machines
- Attention to detail
- Must have valid driver's license.

#### DESCRIPTION OF DUTIES:

May perform any combination of the following duties in a Member Service capacity, in the Cashiering, Billing and/or Service Order areas (duties may include, but are not limited to):

- Communicate with customers/members by phone to assist with billing questions and concerns; respond to capital credit questions, and service order inquiries;
- Receive payment through cash register and at drive-through window;
- Collects and process payments in person, by mail, and electronically, including balancing.
- Performs data entry, updates address, telephone numbers, email addresses, create notes (knowing what level they should be entered under) and other relevant information.
- Promotes goodwill with members and general public by responding to their requests in an accurate, prompt, and courteous manner.
- Runs desktop deposits.

- May handle return checks, CRC notes.
- Communicate with customers/members by phone to assist with billing questions and concerns; enter contact tracking notes, and pay assist, be able to explain EZ Power and Shift to Save programs.
- File/scan daily work
- Set up accounts on bank draft/recur card draft.
- Have thorough knowledge of Smart-Hub
- Ability to calculate budget bills for an account and know the proper guidelines. Must be able to enter in all budget billing information into our software.
- Know guidelines for payment arrangements and be able to enter in the correct tracking information into our software.
- Working knowledge of account service statuses.
- Performs other duties as related to Billing and Service Order.
- Upon mastering above skills, may be introduced to additional training that will provide a good working knowledge of the billing and service order functions.

#### **WORK CONDITIONS/PHYSICAL REQUIREMENTS:**

- Must be able to remain in a stationary position at least 75% of the time and occasionally move around the office to access file cabinets or office machinery;
- Must be able to operate a computer and other office machinery, such as a calculator, copy machine, or printer;
- Must be able to communicate/exchange accurate information effectively, both in the office and over the phone;
- Occasional moving of files and boxes up to 25 pounds.

#### **EMPLOYEE'S PRIMARY RESPONSIBILITY:**

It is the employee's primary responsibility, regardless of workload or conditions, to ensure:

- Safety for oneself;
- Safety for all his/her fellow employees;
- Protection for the public;
- Protection for company property and for public and private property;
- That all injuries and accidents are reported to his/her supervisor immediately.

**Anyone interested in and qualified for this position should apply at**

**<https://syemc.com/employment>**