



POSITION DESCRIPTION

Position Title:	Member Service Representative		
Description Number:	3.4.1	Classification:	Administrative Support
Department:	Business Solutions	FLSA Status:	Non-exempt
Date issued/Revised:	July 2026	Employment Status:	Full-time

Summary of Position:

The Member Service Representative provides responsive, accurate, and professional service to Cooperative members by serving as a primary point of contact for member inquiries, account services, and Cooperative programs. The position supports member satisfaction through effective communication, accurate account administration, and timely resolution of member needs while contributing to the Cooperative's mission of providing safe, reliable, and affordable services.

Job Responsibilities:

1. Member Experience & Service Delivery

- a. Provides responsive, accurate, and professional service to members across multiple communication channels.
- b. Responds to member inquiries by phone, electronic channels, and in person.
- c. Identifies and assesses member needs to provide timely and effective solutions.
- d. Communicates Cooperative services, programs, billing, and policies clearly and accurately.
- e. Assists members with account-related needs including billing inquiries, payment options, and service requests.
- f. Educates members regarding Cooperative services, programs, billing options, energy use, and available resources.
- g. Maintains a professional, courteous, and member-focused approach in all interactions.

2. Account Management & Documentation

- a. Maintains accurate member records and supports account-related processes.
- b. Processes account transactions and updates member information in customer information systems.
- c. Documents member interactions, service requests, and account activity accurately and timely.
- d. Prepares, processes, and maintains correspondence and related documentation.
- e. Utilizes customer information systems and other business technologies to support efficient member service and accurate account administration.

3. Member Account Services & Credit Support

- a. Supports member account resolution activities while applying Cooperative policies in a fair, respectful, and member-focused manner.
- b. Assists members with payment arrangements and resolving overdue account balances.
- c. Supports processes related to disconnection, reconnection, and account status changes.
- d. Provides information and assistance related to available support programs, including energy assistance.

4. Communications & Program Support

- a. Supports member communications and promotes Cooperative programs and services.
- b. Provides information regarding Cooperative programs, services, and energy-related offerings.
- c. Promotes awareness of Cooperative programs, billing options, energy services, and member resources.
- d. Assists with communication efforts during outages, service interruptions, and operational events.

5. Operations & Team Support

- e. Supports departmental operations by maintaining organized work processes and completing assigned administrative activities.
- f. Collaborates with internal teams to ensure timely service to members.
- g. Provides backup support for reception and other departmental functions as assigned.
- h. Supports outage response activities and other operational priorities as needed.
- i. Performs other duties as assigned in support of Cooperative operations and member service.

Specifications:

Education and Experience

- Combination of education and experience equivalent to four (4) years in a related field; experience in office, utility, customer service, or operational environments preferred.
- Demonstrated experience providing customer or member service, including handling inquiries, resolving issues, and supporting account-related needs.
- Demonstrated ability to follow established procedures, maintain accurate records, and complete work with attention to detail.

Skills and Abilities

- Ability to work effectively in a fast-paced, team-oriented environment.
- Strong customer service, interpersonal, organizational, and problem-solving skills.
- Strong oral and written communication skills.
- Ability to adapt to changing priorities, processes, technology, and member needs.
- Working knowledge of Microsoft Office 365 and other business-related computer applications.
- Ability to learn and effectively utilize customer information systems and other business technologies.
- Ability to understand and apply electric utility terminology, services, programs, and policies.
- Ability to maintain accurate records and complete work with attention to detail.
- Ability to build and maintain positive working relationships with members, coworkers, and the public.
- Ability to communicate clearly and effectively in English, both verbally and in writing.

Additional Expectations

- Maintains confidentiality of Cooperative, member, customer, and employee information.
- Provides support outside of standard business hours, including assisting with outage and emergency situations as needed.
- Ability to work extended hours, including evenings and weekends, as operational needs require.

Work Environment & Expectations:

This position operates primarily in an office environment with regular interaction across functional areas. As part of a utility organization, the position may require work outside of standard business hours, including evenings, weekends, and holidays, to support outages, emergency events, member service demands, or other operational priorities. The position may provide support remotely or on-site, as operational needs require.

Physical Demands and Working Conditions:

Work is performed primarily in an office environment and requires extended periods of sitting, computer use, communication, and participation in meetings.

Reporting Relationships:

Reports to: Member Relations Manager

Supervises:	No one
Works with:	Internal teams supporting member services, accounting, operations, communications, and administrative functions.
External relationships:	New and existing members of the Cooperative, general public, social and human service organizations.

Leading Self:

1. Communicate Effectively – Express ideas clearly and concisely. Provide information people need to know to do their jobs, and to convey motivation for being a member of the team.
2. Interpersonal Skills – Relate well to all people. Carefully listens to the ideas and suggestions of others. Understands own affect on situations and people. Accurately senses when to give and take when negotiating.
3. Manage Self/Results Oriented – Is action oriented, works hard and uses time and resources effectively and efficiently. Takes initiative and completes projects.
4. Individual Performance and Technical Knowledge – Has the functional and technical knowledge and skills to do the job safely, efficiently, and productively
5. Continuous Learning – Is self-aware of personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve himself/herself
6. Adaptability – Learn quickly when facing new problems. Change approach midstream when something isn't working
7. Customer Focused – Dedicated to meeting the expectations and requirements of internal and external customers
8. Teamwork – Understands and be committed to the goals of the team. Collaborate well with others.
9. Business Focused – Understands LREC's business and the impact of each employee's fair share of work. Uses time and resources to accomplish LREC business objectives.

Physical Demands Required to Perform Duties:

Definition of frequency examples:

- Frequently – Every day to once a week occurrence.
- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

Physical Demands	Frequency Examples
Standing	Frequently
Walking	Frequently
Sitting	Frequently
Lifting, Carrying	Not Applicable
Twisting, Pushing, Pulling	Occasionally
Climbing, Balancing	Not Applicable
Kneeling, Crawling	Occasionally
Talking	Frequently
Hearing	Frequently
Communication	Frequently
Visual ability	Frequently
Bending	Not Applicable
Gripping, Grasping	Not Applicable
Other physical demands	Not Applicable
Working Conditions	Frequency Examples
Exposure to outdoor conditions	Not Applicable
Low visibility	Not Applicable
Noise	Not Applicable

Physical Demands Required to Perform Duties:**Definition of frequency examples:**

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- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

Moving parts	Not Applicable
Energized equipment	Not Applicable
High, exposed places	Not Applicable
Radiant energy	Not Applicable
Exposure to chemicals	Not Applicable
Vehicular traffic	Occasionally
LED/LCT screens	Frequently
Slippery conditions	Occasionally
Other environmental conditions	Not Applicable