

Member Services Associate

Reports to: *Member Services Supervisor*

Department: *Member Services*

Supervises: *N/A*

Classification: *Hourly, 26 pays/year*

Status: *Non-exempt*

Job Summary:

Greets and receives payments from members. Directs phone inquiries to appropriate departments. Informs customers of standard procedures or resolution of a problem. Follows up to ensure customer satisfaction. Possesses knowledge of the organization's policies, procedures, practices, products, and services.

Essential Functions/Responsibilities:

- Greet and assist visitors at both the walk-in window and drive-thru.
- Answer and direct incoming calls from our members.
- Post payments to member accounts.
- Provide comprehensive account support to members, including billing and updating account information.
- Communicate, collaborate, and provide input in a team environment.
- Provide backup to other Member Service positions
- Maintain necessary files.
- Maintain work area in orderly condition.
- Assists with the annual meeting and other cooperative functions as directed.
- Performs other duties when assigned by the direct supervisor or the CEO.

Knowledge, Skills, and Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.

Education and Experience:

- High School Diploma or GED is required.
- 2 years of experience in position or related field or an equivalent combination of education and experience.

Physical Requirements:

- Must be able to work in a non-smoking office environment.
- Ability to work independently with minimal supervision.
- Ability to sit for periods of time and to move intermittently throughout the workday within or between departments or facilities.
- Strong sensory skills, such as good hearing, dexterity, and good eyesight, including the use of color perception.

- Ability to interact frequently with others through phone, virtual meetings, e-mail, and written correspondence.
- Ability to communicate clearly.
- Some travel (day and/or overnight) may occasionally be required to attend trainings and conferences.
- Prolonged periods of working on a computer.
- Must be able to lift up to 20 pounds at times.

Conditions of Employment:

- Must have or be able to obtain and maintain a valid Indiana Driver's License
- Must be willing and able to work hours in addition to regularly scheduled office hours, as business needs require.

COMMENTS:

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by the immediate supervisor or other management personnel. Parke County Rural Electric Membership Corporation reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.