



MEMBER SERVICES REPRESENTATIVE

Prince George Electric Cooperative (PGE) is seeking a Member Services Representative. The Member Services Representative will assist members in all aspects and create a positive member experience by providing a superior customer service level to members and prospective members in the communities we serve. PGE's wholly owned subsidiary, RURALBAND, is bringing fiber-to-the-home high-speed internet to those same communities.

To perform this job successfully, the individual selected must be able to perform each essential duty satisfactorily as well as be a resource for management to improve and support the mission of Prince George Electric Cooperative and RURALBAND.

Position Type

This is a full-time position, and typical work hours are Monday-Friday, 8:00 a.m. to 5:00 p.m.

Location:

Waverly Headquarters, 7103 General Mahone Highway, Waverly, VA 23890

Job Responsibilities include:

- Front line response to member inquiries, drive-thru window comments or complaints regarding electric/internet/phone accounts, company policies or procedures, and resolves issues in an effective, courteous manner.
- Answers incoming phone calls promptly and courteously, ensuring calls are completed or transferred accurately and efficiently.
- Strives for "first call resolution" and minimizes transfers.
- Member account maintenance activities such as budget billing, batch and post payments, review accounts for deposit requirements and charges, review and grant payment extensions within management defined limits, and update member contact information and or account status as necessary.
- Process electric/internet/phone account and miscellaneous accounts receivable payments.
- Maintains and balances cash drawer and prepares accurate daily deposits.
- Works with new members to gather all the necessary information needed to set up a new account.
- Represent the Cooperative in a manner to enhance Cooperative's public relations and image.

- Maintain member information to ensure accurate records.
- Prepare, update, and close service orders for existing services.
- Act as a Cooperative cashier for counter and/or drive-up window.
- Monitors, responds, and intervenes to de-escalate and manage difficult or emotional member situations.
- Provides information to members on Cooperative benefits.
- Monitor radio dispatches for emergency situations.
- Approves and schedules account payment arrangements.
- Determines service charges, assess deposits, adjust account charges, and applies credits and rebates to accounts.
- Responds to member complaints regarding billing or service rendered promptly, escalates to management when appropriate.
- Responds to multiple sources (internally and externally) regarding service orders, trouble tickets, troubleshooting, and general service inquiries pertaining to all internet and phone issues.
- Pick up mail and make runs to the bank as needed.
- Assist metering personnel with collection activities.
- Create electronic tickets for all members phone calls and conversations to ensure member-related questions are documented and addressed.
- Processing and following up collections for return checks.
- Accept and manage applications for bank draft program.
- Work on final bills.
- Manage medical alerts on accounts.
- Perform other duties that may be assigned.

Education:

- A minimum high school diploma required.
- Minimum two years' experience in customer service.

Must have the ability to communicate clearly, both orally and in writing. Must have good interpersonal and computer relations skills. Must have the ability to work independently to organize and prioritize work and meet deadlines. Must possess a valid Virginia Driver's License.

If you are interested in this opportunity, please submit your resume at www.pgec.coop/careers. Position will remain open until filled.

Prince George Electric Cooperative is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.