

# Victory Electric Cooperative

## Job Description

TITLE: MEMBER SERVICES REPRESENTATIVE

CLASSIFICATION: NONEXEMPT (HOURLY)

REPORTS TO: VP OF CORPORATE SERVICES

DATE: JANUARY 2026

### POSITION OVERVIEW:

Member Service Representatives help members with outage calls, billing and payment questions, electric usage, service requests, and cooperative programs while promoting a positive and professional experience in every interaction. This position will provide maximum service to member owners by rendering prompt, professional, accurate, efficient, and courteous service that will increase member satisfaction and promote goodwill between the cooperative and its members. This position will maintain a working knowledge of all areas concerned with members accounts including rates, company policies, operating procedures of the cooperative and the bylaws. A Member Service Representative works as a team within the work group to achieve the goals and objectives of the department and the cooperative as a whole.

### RESPONSIBILITIES/DUTIES:

- A. Serve as the primary point of contact for Cooperative members and the public by phone, email, electronic platforms, and in person, delivering prompt, courteous, and professional service.
- B. Communicate clearly, professionally, and empathetically in all written and verbal interactions, ensuring members' needs are fully addressed before concluding each interaction.
- C. Accurately respond to inquiries related to electric usage, high-bill concerns, rates, tariffs, memberships, cooperative programs, and general orientation to the Cooperative.
- D. Promptly answer and accurately route incoming calls, actively monitor phone queues, and collectively manage member emails to ensure timely resolution.
- E. Obtain relevant information from members to diagnose issues, recommend solutions, and exercise sound judgment when escalating matters to supervisors or other departments.
- F. Document all member interactions, service requests, and account activity accurately to ensure continuity of service and compliance with Cooperative standards.
- G. Create, process, monitor, and close service orders, including connects, disconnects, reconnects, transfers, upgrades, and retirements, in accordance with Cooperative policies.
- H. Activate new memberships, assess deposits, furnish new member packets, and ensure required applications, contracts, and supporting documents (Photo ID, lease, purchase agreement) are properly executed and retained.
- I. Receive, process, post, reconcile, and balance payments; prepare daily bank deposits, reports, and timesheets.
- J. Prepare and process billing adjustments, supplemental charges, post payments, final bills, and past-due account letters in a timely and accurate manner.
- K. Coordinate delinquent account collections by establishing payment arrangements, monitoring payments, executing disconnects, and referring accounts to collection agencies when appropriate.
- L. Maintain and update member account data, including contact information, capital credits, estate retirements, and unclaimed capital credits.
- M. Conduct routine telephone follow-up with customers as specified by cooperative policy and procedures.
- N. Monitor outages, create outage tickets, assist with outage calls, provide members with updated outage communications as needed.
- O. Perform meter-related activities, including meter exchanges, and provide assistance or direction to by creating service orders for meter work as needed.
- P. Maintain working knowledge of Cooperative bylaws, policies, safety rules, authorized practices, service territory, rates, tariffs, and applicable software systems, including NISC.

- Q. Assist with preparing, distributing, and mailing member communications such as billing inserts, newsletters, brochures, and educational materials.
- R. Participate in member, public relations, community, and Cooperative events, including Annual Meetings and educational outreach activities.
- S. Promote and enroll members in Cooperative programs and services and contribute ideas for improving member service and operational efficiency.
- T. Provide requested account data to other departments and support interdepartmental collaboration.
- U. Assist with training or cross-training of employees and participate in required meetings, workshops, and job improvement programs.
- V. Maintain confidentiality of member records and communications at all times.
- W. Maintain a clean, neat, and orderly work environment and ensure the office is opened and closed properly each workday.
- X. Work effectively under pressure, manage frequent interruptions, and demonstrate flexibility, including willingness to work overtime during outages, severe weather, or after-hours needs.
- Y. Foster teamwork, maintain positive working relationships, follow supervisory direction, and perform additional duties or special projects as assigned.

#### **SAFETY PRACTICES AND TRAINING:**

This position will follow all Cooperative safety guidelines and procedures. Will use appropriate PPE when necessary. Occasional travel to attend training, conferences, and meetings in and out of state when necessary.

#### **RELATIONSHIPS:**

##### **A. Internal**

Will work with all internal employees in a professional manner and will maintain pleasant working relationships to maintain a high level of morale.

Maintain friendly cooperative relationships with all employees, staff, and Board members.

##### **B. External**

Provide efficient and courteous service to all cooperative member owners, external vendors, and community members.

Explain the Cooperative's procedures, service programs, and objectives as necessary to maintain good member owner relations. Maintain friendly, cooperative relationships with the general public.

#### **AUTHORITIES AND ACCOUNTABILITIES:**

#### **POSITION SPECIFICATIONS:**

##### **PHYSICAL**

Must possess manual dexterity and visual acuity as well as the ability to listen and communicate orally and in writing; sit for long periods of time; This position frequently uses office machines such as a mouse, keyboard, computer, copy machine, scanner, and telephone for long periods of time and requires repetitive motions of fingers and hands; occasional standing, walking, bending, stooping, crouching. Occasionally will need to lift up to 25 pounds.

##### **MENTAL**

Position constantly works with member owners, employees, and the general public and may experience stress or pressure if dealing with an upset employee, member owner or the general public. Position requires intense concentration for long periods of time.

#### **POSITION REQUIREMENTS:**

- A. Must be fluent in speaking and writing English, Spanish preferred but not require.
- B. Regular, reliable, and punctual attendance with a professional manner.
- C. Must have at least three years of customer service experience.
- D. Must have considerable skills in effectively dealing with a variety of people under different and sometimes difficult

circumstances.

- E. Must be computer literate and able to use and maintain computer programs and spreadsheets developed by the Cooperative.
- F. Must have good written and oral communications skills and project a professional image.
- G. Must be able to maintain and completed confidentiality in the performance of duties and responsibilities of the job.
- H. Must be able to multitask to enter data while speaking with members over the phone.

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*This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and management as required.*

*VEC reserves the right to revise or change the job description as the need arises. This job description does not constitute a written or implied contract of employment.*