



Job Description Member Service Coordinator

Department: Member Services

Last Updated: 06/05/2020

Reports To: Supervisor, Service Coordination

Classifications:

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input checked="" type="checkbox"/> Bargaining Unit	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

Supervises: n/a

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.

Position Summary:

Support and coordinate efficient and complete member service in broad area including line construction and scheduling, call center function, cashiering and reception duties in assigned location.

Experience/Education:

- High school diploma or equivalence certificate in addition to proficiency in the customer service function, typically attained through one or more years of experience, or equivalent experience/education.
- Appointment as Notary Public in the state of Michigan or the ability to secure such within 90 calendar days of hire/transfer.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.

Essential Duties/Responsibilities:

- Process and resolve member contacts as appropriate concerning line construction, service center cashiering, call center and various issues.
- Maintain confidentiality of records and information as appropriate and as required under Company and industry regulations.
- Generate and process work orders, service orders, forms, etc.; produce accurate member documents and electronic records in aid of planning and comprehensive record-building.
- Coordinate with operations to schedule service for area of responsibility.
- Assist other MSCs in completing work load as necessary.
- Provide members with product and program information as appropriate.
- Communicate information and directives to field crews as necessary.

- Function as cashier including balancing of cash drawers, bank deposit preparation, process related reports, close and balance credit card machine as needed.
- Process and forward Miss Digs to appropriate crews or contractors.
- Support dispatch department as necessary by fielding power outage and quality calls during periods of widespread activity.
- Charge out material used on construction jobs.

Significant Duties/Responsibilities:

- Maintain adequate office and break room supplies.
- Obtain new easements as directed by Right of Way Technician.
- Notarize easements and aid members as necessary with construction-related forms.

Required Skills:

- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension: understanding written sentences and paragraphs in work related documents.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Coordination: adjusting actions in relation to others' actions.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Service Orientation: actively looking for ways to help people.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Persuasion: persuading others to change their minds or behavior.
- Time Management: managing one's own time.
- Mathematics: using mathematics to solve problems.
- Troubleshooting: determining causes of operating errors and deciding what to do

Attributes:

- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Confidentiality: able to exercise appropriate discretion and confidentiality.
- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Written Comprehension: able to read and understand information and ideas presented in writing.
- Near Vision: able to see details at close range (within a few feet of the observer).

- Auditory Attention: able to focus on a single source of sound in the presence of other distracting sounds.
- Sound Localization: able to tell the direction from which a sound originated.
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Mathematical Reasoning: able to choose the right mathematical methods or formulas to solve a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Wrist-Finger Speed: able to make fast, simple, repeated movements of the fingers, hands , and wrists
- Reaction Time: able to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- Number Facility: able to add, subtract, multiply, or divide quickly and correctly

Additional Preferences:

- Instructing: teaching others how to do something.

Problem Solving and Freedom to Act:

Problems are difficult. Methods and procedures are defined. Judgment is required to apply them to the work. Work may be varied but tasks are directly related.

Working Relationships/Contacts:

Requires contacts for the purpose of exchanging information that may be of a technical nature and requires interpretation as well as clarification. Contacts may also be for the purpose of communicating plans and coordinating activities.

Internal: Peers, management

External: Members, peers, contractors, local government agencies, state government agencies, community organizations, banking institutions