

Great Lakes Energy - Job Description
Supervisor, Service Coordination

Department: Member Service
Reports To: Manager, Member Services

Last Updated: 02/01/2018

Classifications:

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

Supervises: Member Service Coordinator

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 and in accordance 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:

Supervise efficient and complete member service and records in the areas of new construction and service center cashiering and reception, and lend support to other areas of member service as necessary.

Experience/Education:

- High school diploma or equivalence certificate in addition to proficiency in the customer service function, typically attained through a Bachelor's degree in business administration, two or more years of experience in customer service or equivalent experience/education.
- One or more years of supervisory experience.
- Proficient with Michigan Public Service Commission (MPSC) regulations.
- Competent knowledge of Cooperative products and services.
- Proficient with Customer Information System (CIS).
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.
- Proficient with position specific equipment.
- Proficient with Call Mentor Program and initiatives.
- Proficient with position specific software and applications.

Essential Duties/Responsibilities:

- Manage and develop service coordination personnel and function.
- Determine and assign departmental call routing and staffing levels as appropriate.
- Ensure optimal member service through real-time and historical phone queue monitoring.
- Generate and review weekly phone reports with each MSC.
- Resolve member concerns that are beyond the capacities of MSC staff; provide assistance to resolve difficult inquiries or billing issues and facilitate learning.
- Resolve MPSC complaints and ensure compliance with MPSC guidelines.
- Collaborate with other departments to ensure effective communication and member service.

- Work with other departments to enhance CIS capabilities.
- Coordinate after-hours scheduling of staff as needed for outage support.
- Develop recommendations and monitor departmental labor and supplies/services budget and expenditures.
- Work toward consistent service availability at service center locations by covering MSC staff in the event of absences.
- Provide back up for supervisor, call center.
- Assist IT with testing of bill print issues and departmental programming changes.

Significant Duties/Responsibilities:

- Provide call recordings to MSRs working on member dispute resolution.
- Monitor service center cashiering functions, balancing activities and deposits.
- Maintain frequent service center presence.

Required Skills:

- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Speaking: talking to others to convey information effectively.
- 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.
- Writing: communicating effectively in writing as appropriate for the needs of the audience.
- 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.
- Complex Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: Adjusting actions in relation to others action.
- Instructing: teaching others how to do something.
- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management: managing one's own time and the time of others.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Quality Control Analysis: conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Systems Evaluation: identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Equipment Selection: determining the kind of tools and equipment needed to do a job.
- Persuasion: persuading others to change their minds or behavior.
- Negotiation: bringing others together and trying to reconcile differences.
- Management of Personnel Resources: motivating, developing, and directing people as they work,

identifying the best people for the job.

- Management of Material Resources: obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Management of Financial Resources: determining how money will be spent to get the work done, and accounting for these expenditures.
- Mathematics: using mathematics to solve problems.

Attributes:

- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression: able to communicate information and ideas in speaking so others will understand.
- Speech Clarity: able to speak clearly so others can understand.
- 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.
- Written Expression: able to communicate information and ideas in writing so others will understand.
- 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.
- 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.
- 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.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Reaction Time: able to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- Mathematical Reasoning: able to choose the right mathematical methods or formulas to solve a problem.
- Number Facility: able to add, subtract, multiply, or divide quickly and correctly.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
- Selective Attention: Able to concentrate on a task over a period of time without being distracted.
- Category Flexibility: able to generate or use different sets of rules for combining or grouping things in different ways
- Speed of Closure: able to quickly make sense of, combine, and organize information into meaningful patterns.
- Flexibility of Closure: able to identify or detect a known pattern (a figure, object, word, or sound)
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble small objects.

Additional Preferences:

- Knowledge or past experience with phone reporting/recording systems.

Problem Solving and Freedom to Act

Problems are moderately complex. Methods and procedures are loosely defined and require judgment to apply them to the work. Work is varied. Tasks may be unrelated.

Working Relationships/Contacts:

Requires contacts for the purpose of negotiating agreements within defined limits, influencing others, resolving problems or gaining acceptance of information, programs, decisions, etc., which normally are of a non-controversial nature.

Internal: Peers, management, employees

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