



Job Description

Member Service Representative – Call Center

Department: Member Service

Last Updated: 02/19/2021

Reports To: Supervisor, Call Center

Classifications:

Non-Bargaining Unit
Bargaining Unit

Exempt
Non-Exempt

Supervisory
Non-Supervisory Management

Senior Staff
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 efficient and complete member service in broad areas including call center function and Newaygo site reception and cashiering as necessary.

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.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.

Essential Duties/Responsibilities:

- Process and resolve member contacts as appropriate concerning inquiries, service and transfer requests, payments, etc.
- Cashiering including daily balancing of cash drawer; prepare daily cash sheet and bank deposits, run end of day reports; close and balance credit card machine as needed.
- Maintain confidentiality of records and information as appropriate and as required under industry regulations.
- Generate and process service orders, forms, etc.; produce documents and electronic records in aid of planning and comprehensive historical record-building.
- Provide members with product and program information as appropriate.
- Support the dispatch department as necessary by fielding power outage and quality calls during periods of widespread activity.
- Provide assistance and backup for Newaygo receptionist as needed.
- Communicate information and directives to field crews as necessary.

Significant Duties/Responsibilities:

- Ensure accessible member records through process of document imaging.

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.
- 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.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action
- Coordination: adjusting actions in relation to others' actions
- Mathematics: using mathematics to solve problems
- Time Management: managing one's own time
- 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.
- 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).
- Sound Localization: able to tell the direction from which a sound originated.
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

- Reaction Time: able to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- Selective attention: able to concentrate on a task over a period of time without being distracted
- 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
- Wrist-Finger Speed: able to make fast, simple, repeated movements of the fingers, hands, and wrists
- Number Facility: able to add, subtract, multiple, or divide quickly and correctly
- Mathematical Reasoning: able to choose the right mathematical methods or formulas to solve a problem

Additional Preferences:

- Instructing: teaching others how to do something.
- Previous call center experience.
- Competent with position specific equipment.
- Proficient with Customer Information System.
- Proficient with Michigan Public Service Commission regulations.
- Competent knowledge of Cooperative products and services.

Problem Solving and Freedom to Act

Problems are moderately difficult. Methods and procedures are defined but judgment may be required to apply them to work. Work is routine and tasks are directly related.

Working Relationships/Communications:

Requires contacts for the purpose of exchanging routine information that requires interpretation as well as clarification.

Internal: Peers, management

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