

## Arab Electric Cooperative

### POSITION DESCRIPTION

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<b>Position:</b>	Member Services Supervisor
<b>Department:</b>	Member Services
<b>Immediate Supervisor:</b>	General Manager
<b>Direct Reports:</b>	5+
<b>FLSA Designation:</b>	

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#### **Position Summary**

Serves Member needs by organizing, planning, benchmarking, and implementing best methods to serve our Member's needs. This position is accountable for the work of several key employees with responsibilities ranging from resolving phone calls, processing payments, and a variety of billing processes among other related items. The Member Services Supervisor is expected to contribute to the AECI Leadership team in establishing a strong culture of service and accountability.

#### **Essential Job Functions**

- Daily oversight of customer payment, account maintenance, with daily/weekly/monthly milestones
- Produces written and oral reports on a variety of functional areas
- Receives and resolves escalated situations with consumer complaints as needed within approved policies
- Provides accurate and appropriate information as needed
- Communicates as needed with other departments including collection efforts and accounting functions where needed
- Effectively communicate management decisions both orally and in writing
- Implement customer support structure for new products, services, and technology
- Provide assistance with policy and budgetary considerations and planning/promotion of short and long term goals
- Oversee all call center staffing and assist in hiring process, new hire training, and on-going employee training
- Conduct reviews and evaluations of employees and providing coaching
- Operates a networked personal computer to efficiently maintain and utilize the data including the use of Micro Soft Office products including but not limited to billing software, email, web data and banking information as required
- Performs other duties as assigned

#### **Education and Experience**

Associate or Bachelor's degree in Business, Marketing, Accounting or related area of study is strongly preferred. Four year's prior experience in a position involving customer support, consumer credit, call

center, or billing is required. Applicable work experience may be substituted for some education preferences. Only qualified applicants considered.

### **Knowledge, Skills, & Abilities Required**

- Aptitude for appropriate interaction with public
- Skill in diplomacy and tact
- Proficient PC skills and familiarity with MS Word, Excel and other software as applicable
- Strong verbal and written communication skills to present account updates effectively upon demand
- Ability to apply logic and judgment in solving problems
- Both the willingness and the ability to give and receive feedback and the judgment to discern when and how for each
- Must be able to work effectively in a team environment
- Incumbent must possess the ability to establish and maintain effective working relationships with both internal and external customers.
- Must possess organized thinking and reasoning skills and use good judgment
- The Member Services Supervisor will be expected to become very proficient in each area under her/his supervision

### **Working Conditions**

Normal work hours: Monday through Friday.

Work is normally performed in a typical interior/office work environment. Some overtime work may be required.

### **Physical Demands**

Job is physically comfortable; individual is normally seated or standing and has discretion about walking, standing, etc. May occasionally lift very lightweight objects typically found in a business office.

### **Environmental Conditions**

Work environment is generally climate controlled office with adequate lighting and low noise levels.

### **Equipment Used**

This job uses a computer, scanner, phone, copier, printer and document shredder.

Email resume and application to [jobs@arab-electric.org](mailto:jobs@arab-electric.org)

*The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of the business demands change so, too, may the essential functions of this position.*