

MANAGER OF MEMBER SERVICES DUNN/FAYETTEVILLE

REPORTS TO: VP of Member Services and Public Relations

SUPERVISES: Member Services Supervisor (Fayetteville)

RESPONSIBLE FOR: All Member Services Representatives

OBJECTIVES

- (a) To oversee the day-to-day operations of the Member Services Department to provide efficient, accurate and courteous service that will increase satisfaction and promote goodwill between the Cooperative and its members. Maintain good communication with upper management and staff in order to ensure the cooperative delivers exceptional member services.
- (b) To provide support to the supervisor/s in the member services area and possess full knowledge of all areas concerned with member accounts, including billing, services requests, account adjustments, payment arrangements, payments made in person, by mail or by phone, capital credits, deposits, prepay billing process/account set up, rates, letter of credit, memberships, ancillary products and services offered by South River Electric Membership Corporation.

RESPONSIBILITIES

To oversee the Member Services Department and including but not limited to:

- (a) To develop and maintain positive member relations through courteous and efficient services to members, accurate accounting records and bills, response to member inquiries and complaints, member services requests and take referrals from subordinates that they cannot resolve;
- (b) Assist the VP of Member Services and Public Relations in evaluating, formulating and implementing programs, policies and procedures to promote and facilitate the effective and efficient operation of the Member Services Department and the cooperative;
- (c) Support departmental operations and contribute to improved cost containment, quality, productivity and/or a competitive position for the cooperative;
- (d) Review and approve time entered by the member services supervisors in a timely manner to ensure on-time processing and delivery of payroll;
- (e) Motivate employees and promote teamwork, which is critical to maintaining high morale;

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- (f) Handle member services employee issues and situations that arise inter-departmentally or with other departments;
- (g) Monitor time management of the member services representative as far as being at the assigned work area and ready to assist members during regular business hours, break and lunch times;
- (h) Continually monitor Critical Performance areas:
 - Call response times
 - Accurate processing of payments
 - Timely response to member inquiries, needs and complaints
- (i) Maintain the Member Services Department resources, including staffing, work stations and equipment at proper levels for optimal operation and ensure efficient, accurate and courteous services to the cooperatives members:
 - Ensure employees have opportunities to learn new skills through cross- training
 - Evaluate time-off requests to maintain adequate staffing levels
- (j) Process, prepare, maintain and review all reports necessary to monitor the work load in the department;
- (k) Advise management of daily activities and issues that may arise in the Member Services Department while handling special tasks that may be assigned;
- (l) Complete annual personal and departmental goals.
- (m) Conduct weekly Member Services Department meeting to communicate information and solicit feedback;
- (n) Ensure that all correspondence is addressed and answered in a timely manner;
- (o) Complete annual employee evaluations:
 - Work with the Member Services Supervisors and VP of Member services and Public Relations to set annual Member Services Departmental goals
 - Work with the Member Services Supervisors to set individual MSR's employee goals
 - Review annual evaluations with member services supervisors.
- (p) Accounting for daily cash receipts and balancing cash to records;
- (q) Structure the training agenda for new personnel in the department;
- (r) Update and maintain procedural documents related to member services;

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- (s) Oversee the cashiering area and be knowledgeable in the processes in order to help staff this area if needed. Including, but not limited to:
 - Collect/process payments
 - Balance cashier drawer
 - Completion of daily reports
 - Making daily cash deposit
- (t) Coordinate with the Member Services Supervisor concerning the member satisfaction reports on a regular basis to ensure any concerns that arise are handled correctly and satisfactorily;
- (u) Participate and assist with annual meeting;
- (v) Be knowledgeable of South River Electric Membership Corporation's services rules and regulations, rate schedule and bylaws;
- (w) Remain current on member services and supervisory trends, tips and practices.
- (x) Knowledge of operating software and the ability to help resolve issues and the ability to process reports. Work with the multiple technology vendors to ensure the daily member services operation is running smoothly. Collaborate with IT to ensure any changes or upgrades of functionality do not affect other areas of the cooperative adversely. Continue to work to identify more ways to leverage our current investments in technology;
- (y) Understand and personally perform all duties in accordance with applicable safety and Cooperative policy manuals, as well as report to management hazardous conditions and needed maintenance in the office;
- (z) Performance of related duties as assigned or necessary.

RELATIONSHIPS AND CONTACTS

Provides and acquires information and assistance necessary to assure the achievement of goals by the department and the cooperative.
Establishes and maintains including, but not limited to the following contacts and relationships for the purpose of coordination and communication.

(aa) Internal

- VP of Member Services and Public Relations
- Supervisor of Member Services

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- All other Department Heads
- Make contacts to satisfactorily carry out the responsibilities of this position.

(bb) External

- Make outside contacts to satisfactorily carry out the responsibilities of this position.

EDUCATION

Associate/bachelor's degree. May consider related work experience in lieu of educational requirements if there is demonstrated ability to carry out the position responsibilities.

EXPERIENCE

Should include at least five years of direct contact with members either by phone or face-to-face. Helpful to have progressive experience with a utility and a thorough understanding of a utility, specifically a cooperative.

JOB KNOWLEDGE

Knowledge of service areas is desirable. Experience with personal computer required. Must have full knowledge of the Cooperative's programs, processes, rules and regulations needed to effectively perform this job.

ABILITIES AND SKILLS

Must be able to maintain complete confidentiality in the performance of duties and responsibilities of the job. Must be able to direct activities and motivate others. Must have good written and oral communication skills, good decision making skills, multitasking and analytical skills. Must have considerable skill in effectively dealing with a variety of people under different and sometimes difficult circumstances. Should be familiar with the following equipment Interactive Voice Response Unit (IVR), Microsoft Office, World Wide Web, Electronic Mail, Facsimiles, Database Programs and Specialized Member Services/Sales Software and general office equipment. Must be able to organize and carry out delegated work. Must be able to supervise employees effectively. Handwriting must be neat and legible.

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QUALITIES AND ATTRIBUTES

Must be professional, dependable, punctual, courteous, have a positive attitude and be flexible. Must have personal integrity and be a team player.

PHYSICAL REQUIREMENTS

Required to pass a physical examination and drug test when employed.
Must have the physical ability to perform the essential functions, duties and responsibilities of the job, which include, but are not limited to: seeing, hearing, walking, sitting, bending, lifting and/or carrying loads averaging 20 pounds.

WORK CONDITION

Normal office conditions. Must be available for callouts during emergency situations. Must be available for scheduled after hours training.

REMARKS

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. In order to ensure maximum flexibility and efficiency and encourage cross training additional functions and requirements may be assigned by a supervisor/manager as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

Revised: April 9, 2013

Revised: September 19, 2019

Reviewed: February 15, 2021 (PFA)