

**POSITION TITLE: SUPERVISOR OF MEMBER SERVICES
FAYETTEVILLE OFFICE**

REPORTS TO: Manager of Customer Service

SUPERVISES: Customer Service Representatives

1- OBJECTIVES

- (a) Provide effective customer service by directing the day-to-day operations of the Fayetteville Member Service Department and ensuring that members receive efficient, accurate, and courteous assistance. Serve as the primary link between the Manager of Member Service and Fayetteville customer service representatives to coordinate operations, communicate priorities, resolve issues, and plan for future service needs.

2- RESPONSIBILITIES

Oversee the daily operations of the Fayetteville member service department. Key responsibilities include:

- (a) Establish and maintain positive member relations through courteous and efficient service to members, accurate accounting records and bills, response to member inquiries and complaints, member service requests and take referrals from subordinates that they cannot resolve;
- (b) Assist the Manager of Member Services in evaluating, formulating and implementing programs, policies and procedures to promote and facilitate the effective and efficient operation of the Member Services Department;
- (c) Review and approve time entered by the Member Services Representatives in a timely manner to ensure on-time processing and delivery of payroll;
- (d) Motivate employees and promote teamwork, which is critical to maintaining high morale in the Member Services Department;
- (e) Handle Member Services employee issues and situations that arise between other departments and the Member Services Department;
- (f) Ensure time management of the Member Service Representative as far as being at the assigned work area and ready to assist members during regular business hours, break and lunch times;

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- (g) Monitor key service and operational measures, including call response times, payment-processing accuracy, and the timeliness of responses to member inquiries, service needs, and complaints. Maintain the Member Services Department resources, including staffing, work stations and equipment at proper levels for optimal operation and ensure efficient, accurate and courteous service to the cooperatives members:
 - Ensure employees have opportunities to learn new skills through cross training;
 - Evaluate time-off requests to maintain adequate staffing levels
- (h) Process, prepare, maintain and review all reports necessary to monitor the work load in the department;
- (i) Advise management of daily activities and issues that may arise in the Member Services Department while handling special tasks that may be assigned;
- (j) Complete annual personal and departmental goals;
- (k) Conduct weekly Member Services Department meeting to communicate information and solicit feedback;
- (l) Ensure that all correspondence is addressed and answered in a timely manner;
- (m) Complete annual employee evaluations:
 - Set annual departmental goals
 - Set individual employee goals
 - Review annual evaluation with employees
- (n) Ensure daily cash receipts are accurately recorded, reconciled, and balanced to supporting records in accordance with established procedures.
- (o) Train new personnel;
- (p) Update and maintain procedural documents related to member service;
- (q) 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
- (r) Review the member satisfaction reports on a continual basis and address areas of concern.
- (s) Participate and assist with annual meeting.
- (t) Be knowledgeable of South River Electric Membership Corporation's service rules and regulations, rate schedule and bylaws;

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- (u) Knowledge of operating software and the ability to help resolve issues and the ability to process reports;
- (v) Understand and personally perform all duties in accordance with applicable safety, policies and procedures as well as report to supervisor hazardous conditions and needed maintenance in the office.
- (w) Assist with daily cash deposit if needed;
- (x) Performance of related duties as assigned or necessary.

3- 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.

(a) Internal

- Manager of Member Services
- VP of Member Services and Public Relations
- Other employees as is necessary to complete requirements of the position

(b) External

Members of South River EMC, community at large and vendors

4- EDUCATION

Associate degree or equivalent with emphasis in Business Administration, Marketing or Public Relations preferred.

May consider related work experience in lieu of educational requirements if there is demonstrated ability to carry out the position responsibilities.

5- EXPERIENCE

Should include at least five years of direct contact with Members. Helpful to have utility experience or a thorough understanding of a utility, especially a cooperative.

6- JOB KNOWLEDGE

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Knowledge of service area 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.

7- ABILITIES AND SKILLS

Maintain confidentiality and exercise sound judgment in carrying out job responsibilities. Demonstrate effective leadership and supervision, including the ability to set priorities, coordinate work, motivate employees, and support a collaborative work environment. Communicate clearly and professionally in writing and verbally, make well-informed decisions, manage multiple priorities, and interact effectively with a wide range of individuals, including in challenging situations. Use Microsoft 365 and other business systems proficiently, demonstrate sound business judgment, and organize and complete assigned work accurately and on time.

8- 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. Must be self-motivated with a strong work ethic and an ability to adapt easily to change.

9- 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.

10-WORK CONDITIONS

Normal office conditions. Must be available to work during emergency situations. Must be available for occasional 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

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description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

Revised:
April 2013
August 2026

Reviewed: February 2021(PFA)