

POSITION DESCRIPTION

Position Title:	Member Experience Representative	FLSA Status:	Hourly
Department:	Member Experience	Union Status:	Non-Union
Reports To:	Member Experience Manager	Employment Status:	Full Time

Purpose of Position

The Member Experience Representative is instrumental in ensuring a positive and seamless experience for Benton REA members. From handling inquiries and processing account changes to providing professional assistance and addressing concerns, this role plays a central part in delivering exceptional service and fostering strong relationships with members and internal employees.

Core Competencies

1. **Safety**: Adhere to all workplace and trade safety laws, regulations, standards, rules, and practices. Use of Personal Protective Equipment as required. Take individual responsibility in managing safety risks and reporting unsafe conditions or unsafe work practices. Respond positively to safety-oriented feedback. Contribute to a culture of safety.
2. **Quality of Work**: Produce thorough, high-quality work with minimal errors. Seek feedback, make corrections as needed. Identify problems and solve them. Strive to improve processes. Work collaboratively with team members to implement systemic changes.
3. **Productivity**: Complete assigned work in a timely fashion. Utilize slow periods productively. Produce amount and volume expected, at accepted speed.
4. **Technical Skills/Job Knowledge**: Demonstrate appropriate level of understanding of technical skills in area of expertise, technology, products, and/or processes involved. Perform assigned duties. Keep current on changes. Competent with all technology and industry best practices necessary to perform job. Maintain necessary certification(s).
5. **Communication**: Oral and written communication clearly convey information. Keep others informed of activities and problems in a timely manner. Listen well. Respond appropriately and respectfully.
6. **Teamwork/Ability to Work with Others**: Demonstrate ability to work in positive manner with co-workers and/or customers with differing backgrounds, opinions, capabilities, etc. Willingly share skills, competencies, and knowledge with others. Establish and maintain strong, effective working relationships.

Contribute effectively to group efforts. Promote harmony. Agree to disagree without damaging relationships.

7. **Accountability**: Maintain excellent attendance and punctuality. Arrive on time and be prepared to work. Accept responsibility for work and actions. Be reliable.
8. **Integrity**: Demonstrate honesty, high ethical standards, and respect for all team members, co-workers, and Benton REA members.
9. **Professionalism**: Always address internal and external customers with courtesy and respect. Dress in work attire appropriate to the position. Communicate business information in timely fashion, using means of communication appropriate to the situation.
10. **Support of Cooperative Goals, Policies, and Procedures**: Support Cooperative goals. Adhere to all Cooperative policies and procedures. Understand that internal customer and external member focus is always top priority. Contribute effectively in support of that priority.
11. **Problem-Solving**: Use sound logic and methodology to solve problems. Explore multiple sources for answers, as required. Able to identify hidden problems. Propose solutions.

Job Responsibilities/Essential Functions

1. Respond to member inquiries via phone, email, and in-person with professionalism and courtesy.
2. Provide accurate and timely information as a “one stop” source for resolving all member inquiries regarding billing, service, outage notifications, and other member concerns.
3. Process member account changes, finalize accounts, and post payments accurately.
4. Establish new memberships and educate members about all aspects of membership, account management, account practices and services available.
5. Perform and manage delinquent account collections functions, ensuring compliance with established and future policies and procedures.
6. Provide administrative assistance for the Engineering and Operations Department.
7. Coordinates and communicates work with other departments for service requests and dispatches appropriate personnel.
8. Provides backup and cross training to the team on an as-needed basis to ensure member satisfaction is achieved.

9. Assist in training and updating personnel on procedures and equipment.
10. Manage phone calls and schedule appointments for staff.
11. Process work orders, job/service orders.
12. Coordinate underground locates and update relevant systems.
13. Assist with administrative functions related to programs and contracts.
14. Maintain logs, reports, and documentation as needed.
15. Support various meetings by typing agendas and recording minutes.
16. Maintain the cleanliness and tidiness of the Member Services lobby, consultation rooms, and personal workspaces to create a welcoming and organized environment for members and staff.
17. Models the Benton REA company culture.
18. Perform other duties as assigned, directed, or required.

Job Requirements

1. Education/Experience:
 - a. High school diploma or equivalent
 - b. Two or more years of experience in a customer or member service position, preferably in a utilities industry, financial services industry, or a call center type environment.
 - c. Proficiency in general office practices and computer peripherals.
2. Knowledge and Skills:
 - a. Familiarity with Cooperative policies and procedures and/or ability to learn.
 - b. Strong interpersonal and conflict management skills
 - c. Professional demeanor and appearance.
 - d. Excellent problem-solving and organizational abilities.

- e. Understanding of basic bookkeeping and customer service principles.
- f. Team player with effective teamwork skills.
- g. Proficient in interpreting and applying departmental processes.
- h. Maintain a valid Washington State Driver's License.

3. Mental Demands:

- a. Diplomatic handling of delicate situations.
- b. Ability to maintain composure in challenging work conditions.
- c. Collaboration with law enforcement agencies while ensuring confidentiality.
- d. Independent work capability with minimal supervision.
- e. Flexibility and adaptability to time-sensitive situations.
- f. Efficient multitasking and prioritization skills.

4. Physical Demands:

	Up to 1 Hr Per Day	Up to 2 Hrs Per Day	Up to 3 Hrs Per Day	Up to 4 Hrs Per Day	Up to 5 Hrs Per Day	Up to 6 Hrs Per Day	Up to 7 Hrs Per Day	Up to 8 to 10 Hrs Per Day
Standing		X						
Walking			X					
Sitting								X
Keyboarding								X
Seeing, Viewing								X
Talking & Listening								X

a. Job May Require Lifting and/or Carrying:

	Never	Occasionally	Frequently	Continuously
Up to 10 lbs.		X		
Up to 20 lbs.		X		
Up to 30 lbs.		X		
Up to 50 lbs.	X			
Up to 100 lbs.	X			

b. Job Can Require:

	Never	Occasionally	Frequently	Continuously
Bending		X		
Squatting		X		
Crawling	X			
Climbing	X			
Reaching above shoulder level		X		

c. Activities Can Include:

	Never	Occasionally	Frequently	Continuously
Unprotected heights	X			
Around noisy machinery	X			
Exposure to marked temperature changes	X			
Driving automotive equipment		X		
Exposure to dust/fumes/gases	X			

Note: Occasionally means 1% to 33%, Frequently means 34% to 66%, and Continuously means 67% to 100%.

5. Working Conditions

- a. Typically, normal office environment with low to moderate levels of noise exposure and a temperature-controlled work area with occasional work outside for various events.
- b. Use of office machines, including computer monitor, keyboard, mouse, and related peripheral devices.
- c. Travel may be required.
- d. Requires working outside of normal work hours and/or days occasionally.

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The Member Experience Representative shall have full authority to carry out these duties and responsibilities in conformity with established policies and procedures and shall utilize time in such a way as to fulfill the objectives of this position and the Association.

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Benton REA retains the discretion to add to or change the duties of the position at any time.

Reviewed and approved: _____
Manager/Supervisor Human Resources Date

I have read and understand this explanation and job description.

Employee Signature Date

Last Modified: 11/29/2023