



CAREER PATHWAYS

MEMBER SERVICES REP

MEMBER SERVICES REPRESENTATIVE II

Knowledge & Experience

- High school diploma or equivalent.
- A college degree, or some college, is strongly preferred.
- Excellent problem-solving/critical thinking skills; organizational and time management skills; attention to detail; and professional appearance.

Common Responsibilities

- Provide accurate, clear and complete information to members.
- Identify, research and resolve member issues.
- Handle and/or process deposit inquiries; start, stop or transfer service; payment extension requests; account balance inquiries; high bill complaints; capital refund inquiries; commercial inquiries; and reports of service outages.

MEMBER SERVICES REPRESENTATIVE III

Knowledge & Experience

- Must meet or exceed performance expectations as a Representative II.
- Attain significant experience and demonstrate capability in three or more of the key Member Services areas.
- Demonstrate leadership, creativity, collaboration, positivity, flexibility, emotional intelligence and technical abilities.

Additional Responsibilities

- Support the training of new team members.
- May assist with web forms, general correspondence, walk-in members and other project duties.

Additional roles in this department include Cashier, Trainer, QA Specialist, Correspondence Team, Team Lead, Supervisor and Manager.