

Member Services Representative

Reports To: Manager of Member Services

Supervises: None

FLSA Status: Non-Exempt

Union Status: Non-Union

Employment Status: Full-Time

1. Position Summary

The Member Services Representative serves as a trusted energy resource for members. This position provides education, analysis, and practical guidance regarding electric service, energy use, energy efficiency, energy-related investments, Cooperative programs, and distributed generation. The position translates technical, billing, and operational information into clear explanations that help members make informed decisions while maintaining appropriate boundaries of delegated authority.

The Member Services Representative works closely with Customer Service & Billing, Operations, Engineering, Information Technology, and other Cooperative personnel to ensure members receive timely, consistent, accurate, and appropriately supported information. Complex, disputed, policy-sensitive, or reputationally significant matters are referred to the Manager of Member Services or other appropriate personnel.

2. Core Responsibilities

2.1 Member Service & Issue Resolution

- Respond to member inquiries by telephone, electronic communication, written correspondence, and in person in a prompt, courteous, and professional manner.
- Maintain working knowledge of Cooperative services, rates, programs, policies, and procedures necessary to effectively serve and advise members.
- Explain electric usage, billing components, service classifications, rates, taxes, franchise fees, Cooperative programs, and established procedures using accurate and understandable information.
- Investigate high-usage concerns, service questions, and member complaints using available member, billing, metering, and operational information; coordinate with appropriate departments when additional information is needed; document findings; and provide follow-up.
- Identify matters requiring technical, billing, policy, supervisory, legal, or management review and refer or escalate them promptly.
- Maintain complete and accurate records of significant member contacts, inquiries, analyses, commitments, referrals, and resolutions.

2.2 Energy Use, Efficiency & Energy-Related Guidance

- Develop and maintain a practical technical understanding of electric energy use, common residential and commercial equipment, heating and cooling systems, lighting, appliances, water heating, building-envelope measures, load characteristics, energy efficiency measures, and emerging energy technologies.
- Analyze member usage history, interval data, weather influences, equipment characteristics, operating practices, and other relevant information to identify likely causes of energy consumption and opportunities for improved energy use.
- Provide members with accurate information and practical guidance regarding energy efficiency measures, equipment options, operating practices, and energy-related investments based on current technical and economic information.
- Conduct or coordinate residential and commercial energy-use assessments as assigned and prepare clear written or verbal findings.
- Develop and maintain educational materials regarding the safe, efficient, reliable, and cost-conscious use of electricity.

2.3 Distributed Generation Member Support

- Serve as the primary member contact for inquiries and applications involving distributed generation.
- Explain the Cooperative's application, review, interconnection, metering, billing, insurance, documentation, and operating requirements using approved policies, procedures, forms, and technical information.
- Provide accurate information and practical guidance to help members evaluate distributed generation proposals, contractor representations, expected production, electric usage, billing impacts, system limitations, equipment life, maintenance obligations, and other relevant considerations.
- Coordinate the review of distributed generation applications and related member communications with the Manager of Member Services, Operations, Engineering, Finance, other appropriate Cooperative personnel, and consultants as needed.
- Communicate established engineering determinations, system limitations, application status, documentation requirements, and next steps accurately and professionally.
- Maintain organized and complete records of applications, correspondence, acknowledgments, technical determinations, and significant member communications.
- Refer disputed, complex, policy-sensitive, or reputationally significant matters to the Manager of Member Services and do not make engineering determinations, approve interconnections, authorize exceptions, or commit the Cooperative beyond delegated authority.

2.4 Member Communications, Education & Community Engagement

- Research, draft, edit, schedule, and coordinate communications, including newsletter articles, brochures, website content, social media content, presentations, notices, educational materials, multimedia content, and internal communications, subject to required review and approval.
- Prepare communications related to outages, planned work, Cooperative programs, energy topics, safety, annual meetings, community activities, and other member-facing matters in coordination with appropriate Cooperative personnel.

- Develop and deliver educational presentations and materials for members, schools, civic and community organizations, employees, and other audiences on energy-related, safety, and Cooperative topics.
- Administer assigned Cooperative programs and participate in events, public awareness activities, and outreach efforts that promote member understanding, engagement, safety, informed energy use, and positive community relationships.
- Represent the Cooperative professionally and maintain effective working relationships with members, employees, schools, civic organizations, contractors, allied organizations, and the public.
- Work with other Cooperative departments to ensure public and member communications and engagement activities are accurate, timely, consistent, and aligned with Cooperative policies and operational realities.

3. Governance Alignment & Delegated Authority

Performs assigned responsibilities under the direction of the Manager of Member Services and in accordance with Cooperative policies, procedures, delegated authority, and applicable law. Provides information and practical guidance within established Cooperative requirements and assigned authority and refers matters requiring decisions or determinations outside that authority to the appropriate personnel. The position does not establish or modify Cooperative policy, authorize billing or tariff deviations, make engineering determinations, approve interconnections or construction commitments, or grant exceptions.

4. Risk & Compliance Accountability

Protects members, the public, Cooperative assets, confidential information, and the Cooperative's reputation by providing accurate and appropriately supported information, maintaining complete documentation, following privacy and records requirements, and promptly identifying and escalating potential safety, legal, financial, technical, policy, or reputational concerns. Member communications must not create unauthorized commitments or misrepresent Cooperative policies, system capabilities, expected financial outcomes, or technical determinations.

5. Ethical Expectations

Acts with professionalism, integrity, accountability, respect, objectivity, and stewardship. Communicates honestly, distinguishes verified information from estimates or assumptions, protects confidential member and Cooperative information, avoids commitments beyond delegated authority, uses Cooperative resources responsibly, and acts in the best interests of the Cooperative and its member-owners.

6. Performance Measures

Evaluated on member service professionalism and responsiveness; accuracy and clarity of energy, billing, Cooperative program, and distributed generation information; quality of energy-use analysis and practical guidance; effectiveness of issue resolution and follow-up; distributed generation process administration; communications, education, presentation, and community-engagement effectiveness; documentation

accuracy and completeness; cross-departmental collaboration; dependability; professional development; and adherence to Cooperative policies, procedures, and delegated authority.

7. Qualifications

Bachelor's degree in business, communications, energy management, engineering technology, consumer sciences, education, or a related field preferred; relevant utility, technical, member service, communications, or energy-advisory experience may substitute for formal education. Related electric utility, energy-advisory, member service, communications, or education experience preferred. Must demonstrate strong analytical, research, written, verbal, and interpersonal skills; the ability to explain technical and financial information clearly to varied audiences and communicate effectively with individuals and groups; the ability to manage multiple priorities and sensitive member interactions; sound professional judgment; and proficiency with computers, business software, data systems, and communication platforms. Must possess or be able to develop working knowledge of electric energy use, Cooperative rates and programs, distributed generation processes, and applicable Cooperative policies and procedures. Valid driver's license and ability to travel within the Cooperative service area required.

8. Physical Requirements

Primarily performs office and member-facing work involving computer use, telephone and in-person communication, reading, writing, data analysis, and standard office equipment, with occasional visits to member locations, community events, schools, meetings, and other Cooperative facilities. Must be able to travel within the Cooperative service area, occasionally lift or carry up to 25 pounds, and work occasional extended or irregular hours or in outdoor and operating environments as assignments require. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions.

This position description is intended to describe the general nature and level of work performed and is not an exhaustive list of responsibilities. It does not create a contract of employment, guarantee specific terms or conditions of employment, or alter any existing employment agreement. Employment remains subject to applicable Cooperative policies, delegated authority limitations, and, where applicable, individual employment agreements or collective bargaining agreements. The Cooperative reserves the right to modify duties, responsibilities, or reporting relationships as operational needs require.