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| <b>Job Posting #:</b> | 33CU12022024                        | <b>Posting Type:</b>   | External     |
| <b>Job Title:</b>     | Member Service Field Representative | <b>Classification:</b> | Non-Exempt   |
| <b>Department:</b>    | Member Services                     | <b>Location:</b>       | Culpeper, VA |

### Job Description

#### OVERVIEW

The Member Service Field Representative will have full knowledge of and the ability to function in the following areas of the Member Services Department: collections, disconnections, reconnections, transferring services, bill complaints, meter reading, troubleshooting Members' equipment, assessing energy efficiency needs, installing residential grounding equipment, replacing meters, and possibly restoring electrical service with a telescopic stick. The Member Service Field Representative will be knowledgeable of all products and services the Cooperative offers to its Members.

#### ROLE AND RESPONSIBILITIES

- Performs collections, disconnections, reconnections, and transferring services as assigned and uses good judgment when working these orders.
- Performs visual inspections of all electric facilities and reports hazardous situations to the Construction and Operations Department.
- Inspects the assigned accounts for evidence of meter tampering or power diversion and reports findings to security personnel.
- Must be able to disconnect and restore service, (refusing cutouts, refusing transformers, closing reclosers, etc.) with a telescopic stick.
- Must possess basic computer skills, to include a working knowledge of Microsoft Office products, including, but not limited to: Outlook, Excel, Word and PowerPoint as required by job responsibilities.

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

High school diploma or GED (General Equivalency Diploma) required. Any additional electrical courses desired. Four (4) years of experience with an electrical utility and experience in the Member service area preferred.

Candidate must have a working knowledge of the cooperative's policies and procedures as they relate to collections, disconnections, reconnections, transfer orders, and restoration of electrical power. Must know basic electricity. Must possess basic computer skills as noted above.

Must maintain a valid Virginia Driver's license. Must be able to use the Cooperative's mapping system. Must be able to work orders pertaining to service. Must be able to work and communicate effectively with the membership and the general public. Must be able to troubleshoot electrical problems. Must be able to assess energy efficiency needs. Perform other duties as assigned.

Must be able and willing to work in all types of weather conditions. Must be able to work independently. Must be willing to work shift work and overtime as required. This job requires constant exposure to traffic, dust, dogs, and the public. Occasional entry is needed into attic and crawl spaces.

#### HOW TO APPLY

**Internal Applicants:** Interested parties should submit an internal application via the HR HUB OR resume via [rech@myrec.coop](mailto:rech@myrec.coop).

Applicants: Use our <https://www.myrec.coop/careers> to apply for the opportunity. Please indicate the Job Posting ID #33CU12022024

**Deadline: Monday, December 16, 2024 @ 5:00PM EST**

\*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of personnel so classified.