



Job Posting #:	35BR12052024	Posting Type:	External
Job Title:	Member Service Representative	Grade/Classification:	101/Non-Exempt
Department:	Member Services	Location:	Front Royal, VA

JOB DESCRIPTION

OVERVIEW

The Member Service Representative will be of service to the members in any way possible, whether they come through the front door or communicate by phone. The MSR will also service as a guide to other departments in handling service orders.

ROLE AND RESPONSIBILITIES

- Talk by phone and in person to make arrangements for bill payments and also receive information for service orders.
- Perform cashier duties at front counter for members coming into office.
- Assign or dispatch information to Member Service Field Representatives, System Inspectors and others.
- Assist members with Products and Services.
- Utilize Microsoft Office products, including, but not limited to: Outlook, Excel, Word and PowerPoint as required by job responsibilities.
- Participate in community events.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High school diploma or GED required. At least two (2) years general office experience required. Experience with personal computer required. It is preferred that at least one (1) year be in a member service related environment.

Must have a working knowledge of general office procedures. Must have a basic understanding of the Cooperative's operations and philosophy. Must be familiar with all department functions.

Must be able to maintain complete confidentiality in the performance of duties and responsibilities of the job. Must have considerable skill in effectively dealing with a variety of people under different and sometimes difficult circumstances. Must have good written and oral communication skills and project a professional image. Must be able to communicate with and develop good working relationships with fellow employees. Must have ability to simultaneously enter data while speaking with members over the telephone. Must possess basic computer skills, to include a working knowledge of Microsoft Office products as required by job responsibilities. Perform other duties as assigned.

Extra hours may be required occasionally due to workload, special projects, community events, and training. Must be available to work at all hours during emergency conditions. Daily schedule of work may be varied. Occasional overnight travel may be required to attend professional development seminars and certification training.

HOW TO APPLY:

Internal Applicants: Interested parties should submit an internal application via the **HR HUB**. Resumes can be emailed to rechr@myrec.coop

Applicants: Use our <https://www.myrec.coop/careers> to apply for the opportunity. Please indicate the Job Posting ID #35BR12052024

Deadline: Friday, December 20th, 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.