

# We're Hiring

## Member Service Representatives

Are you looking for an exciting new career opportunity? Do you love helping people? How about solving problems? If so, Member Services Representative is the perfect role for you! Apply TODAY if you want to join a company with a great culture, strong brand, and excellent benefits.

**Location:** Fredericksburg, VA

**Status:** Temporary assignment with possibility for permanent placement

**Required Qualifications/Skills:**

- High school diploma or GED
- At least two (2) years of customer service experience
- Ability to maintain complete confidentiality
- Ability to deal with coworkers and members under different and sometimes difficult circumstances
- Good written and oral communication skills
- Project a professional image
- Basic understanding of Microsoft Office
- Subject to initial and periodic background, driving, and credit checks as well as drug screens.

**Preferred Qualifications/Skills:**

- Business level or job related courses
- One (1) year contact center experience

**Working Conditions:**

- Rotating 8-hour schedules with 1 hour unpaid lunch to cover contact center hours 7 a.m. – 7 p.m.
- Possibility of extended hours/overtime due to workload, special projects, and/or training
- Must be available to work outside of scheduled hours during emergency conditions
- Occasional overnight travel may be required to attend professional development seminars and certification training

**How to Apply:** Contact Deondra Jackson at 540-891-5998 or [djackson@myrec.coop](mailto:djackson@myrec.coop) for more details.