

## Member Support Specialist

At Freeborn Mower Electric Cooperative, we like to think of ourselves as more than just a utility – we’re a team of real people powering real communities, one positive interaction at a time. We take pride in delivering exceptional service with a smile, a solution, and a commitment to making every member’s day just a little bit brighter. That’s where you come in. As our next Member Support Specialist, you’ll be the friendly, knowledgeable voice our members rely on when they call, click or stop by. If you love helping people, shine when there’s plenty to do, and enjoy the occasional puzzle (billing mysteries included), we’d love to have you join our team.

This position requires a high school diploma or equivalent. Previous customer service experience and the ability to communicate effectively in both English and Spanish is preferred. The successful candidate will possess a high level of human relations and communications skills as this position includes contact directly with members. The position requires demonstrated applied skills in Microsoft Office and the ability to learn other programs as necessary. The successful candidate will possess the ability to work in a fast-paced environment with a high level of accuracy while demonstrating cooperation in working with others. This is a non-union, hourly, full-time position. Some travel may be occasionally required. A full job description is listed below.

Pay range and benefits offerings include:

- Starting pay range \$20-\$23/per hour
- Paid vacation and sick leave
- 8 holidays per year
- Medical, prescription drug, dental, life insurance and long-term disability plans
- Retirement plan
- Health Savings Account and tax-free expense account for dependent care
- Resources that provide support and promote physical, emotional, social and financial well-being



3366 Bridge Avenue, PO Box 611  
Albert Lea, Minnesota 56007



(507) 373-6421  
(800) 734-6421



info@fmec.coop  
www.fmec.coop

Interested parties should complete the application found on this page and submit or mail, along with a current résumé to:

Freeborn Mower Electric Cooperative  
Attn: Human Resources  
PO Box 611, Albert Lea, MN 56007

**DEADLINE: 3:30 on Friday, March 20, 2026**

*Freeborn Mower Electric Cooperative is an equal opportunity provider and employer.*

## **POSITION TITLE: MEMBER SUPPORT SPECIALIST**

### **Objectives**

Freeborn Mower Electric Cooperative is dedicated to providing exceptional service and support to our members. We are a dynamic and innovative cooperative that values teamwork, integrity and excellence.

As a Member Support Specialist, you are the first point of contact for our members, providing outstanding service and support. Primarily you will handle inquiries, resolve issues and ensure our members have a positive experience with the cooperative.

The Member Support Specialist also provides support to the Collections Specialists. This position reports to the Member Services Manager.

### **Responsibilities**

These examples illustrate the various types of work performed in this position. The omission of specific duties does not exclude them if the work is similar, related, or a logical assignment to the position.

- Respond to member inquiries via phone, email, and in person in a timely and professional manner.
  - Maintain and monitor the member services inbox ([info@fmec.coop](mailto:info@fmec.coop)).

- Assist members with account management, billing, technical support, and provide accurate information about our services.
  - Budget billing program.
  - Credit letter requests.
  - Autopay program.
  - SmartHub.
  - Pay by phone system.
  - Payment Kiosk.
- Resolve member issues and complaints with empathy and efficiency. Accurately document and track members interactions and resolutions in the NISC system.
  - High bill complaints.
  - Requesting service applications for new and existing members.
  - Initiate service orders for requested work.
    - If applicable follow through with Online Utility Exchange and comply with Red Flag and FMEX deposit policies.
  - Handling collection calls, including making payments arrangements and discussing disconnect procedures.
- Maintain accurate and up to date office records, files, and member database.
  - Receive and process payments via cash register, Onsite Electronic Deposit, OBI, and ACH.
  - Run appropriate reports to balance cash drawer and other payment activity. (Ex. Service to GL, Web Payments, Funding Reports, and Payment Kiosk)
  - Handle SEMCAC information requests and maintain payment information.
  - Process EFT & Credit Card filed, including submitting to the bank and posting to member accounts.
  - Utilize Gateway for payment research.
- Collaborate with other departments to address members' needs and improve service quality.
  - Handle and redirect calls when needed.
  - Handle Outage Calls.
  - Ensure cooperative guests sign in and out upon arrival and departure.
- Identify opportunities to enhance the member experience and suggest improvements.
- Attend meetings, workshops, or seminars when requested to do so.
- Participate in special committees when requested to ensure employees can provide their perspective on relevant issues.
- Be punctual, arrive at work, and work efficiently.
- Abide by and stay up to date with Cooperative's Safety and Operating Policies and Procedures along with Minnesota Administrative Rules and Statutes.
- Maintains the confidentiality of all cooperative members, employees, and vendor information, data, and documents.

- Additional tasks may be assigned based on your knowledge, skills, and abilities, or for which you have received training.

## **Position Requirements**

### **Education**

This position requires a high school diploma or equivalent. Prior customer service experience and proficiency in both English and Spanish are preferred.

### **Abilities and Skills**

Proficiency in Microsoft Office (Word, Excel, PowerPoint, etc.) is required, along with the ability to quickly learn other software programs as needed.

Accurate typing and ten key skills are required.

A valid Minnesota Class D Driver's License with an acceptable driving record is required.

Occasionally, this position may necessitate a flexible work schedule, including working outside regular business hours, such as evenings and weekends.

Ability to balance multiple priorities, self-motivation, and the capacity to complete projects with minimal supervision are essential.

Must thrive in a fast-paced environment.

### **Physical Characteristics**

Must be able to perform the essential functions of this position with or without reasonable accommodations and must present a neat, businesslike appearance.

### **FLSA Status**

This is a non-union position and is non-exempt under the FLSA Labor Standards Act. Daily timesheets will be maintained.

This is a full-time position, requiring 40 hours per week.

## Physical Demands

### Activity - Percentage of Time

Bending	0	10	<b>20</b>	30	40	50	60	70	80	90	100
Squatting	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Crouching	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Pushing/Pulling	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Reaching above shoulder level	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Sitting	0	10	20	30	40	50	60	70	<b>80</b>	90	100
Standing	0	10	20	30	<b>40</b>	50	60	70	80	90	100
Twisting	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Walking	0	10	20	30	40	<b>50</b>	60	70	80	90	100

### Must Be Able To - Percentage of Time

Reach Overhead	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Consistently move on your feet	0	10	20	30	40	<b>50</b>	60	70	80	90	100
Wear PPE	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Climb Ladders	0	<b>10</b>	20	30	40	50	60	70	80	90	100
Lifting in Awkward Positions	0	<b>10</b>	20	30	40	50	60	70	80	90	100

### Lifting

#### From Floor

#### From Waist

#### Overhead

Up to 10 lbs.	Frequently	Frequently	Occasionally
11 - 24 lbs.	Occasionally	Occasionally	Rarely
25 - 34 lbs.	Rarely	Rarely	Rarely
35 - 50 lbs.	Rarely	Rarely	Rarely
51 - 75 lbs.	Rarely	Rarely	Rarely

### Carrying

#### Distance

#### Hours/Day

Up to 10 lbs.	150 ft	1	Frequently
11 - 24 lbs.	100 ft	1	Occasionally
25 - 34 lbs.	10 ft	0.25	Rarely
35 - 50 lbs.	10 ft	0.25	Rarely
51 - 75 lbs.	10 ft	0.25	Rarely

### Pushing/Pulling

#### Distance

#### Hours/Day

Up to 10 lbs.	50 ft	1	Occasionally
11 - 24 lbs.	50 ft	1	Occasionally
25 - 34 lbs.	10 ft	0.25	Rarely
35 - 50 lbs.	10 ft	0.25	Rarely
51 - 75 lbs.	10 ft	0.25	Rarely

<b><u>Simple Grasping</u></b>	Right Hand	Yes
	Left Hand	Yes

<b><u>Firm Grasping</u></b>	Right Hand	Yes
	Left Hand	Yes

<b><u>Pushing/Pulling</u></b>	Right Hand	Yes
	Left Hand	Yes

<b><u>Fine Manipulation</u></b>	Right Hand	Yes
	Left Hand	Yes

<b><u>Repetitive Movements</u></b>	Right Hand	Yes
	Left Hand	Yes
	Right Foot	No
	Left Foot	No

**Work Environment**

Outside	Rarely
Inside	Frequently
Air Conditioned	Frequently
Smoke-Free Area	Frequently
Fumes	Rarely
Ground Level	Frequently
Use of Stairs	Rarely
Work in dusty conditions	Rarely
Work with computers	Frequently
Work with other persons	Frequently
Work with member	Frequently