

Member Support Specialist

Are you an energetic superstar who can juggle phone calls, payments and smiles all at the same time? Do you communicate with others like a pro and have a knack for making everyone's day brighter? If yes, then FMEC is looking for someone like you to be our next Member Support Specialist. Be the hero our members need as you tackle their requests with a can-do attitude and a level of integrity as solid as our power poles. Apply now and become a Member Support Specialist at FMEC, where every call you take and every member you help puts a little more power into all our lives.

The primary responsibilities of this position include satisfying member requests in a helpful and courteous manner, professionally interviewing members applying for new service or service changes, receiving, and processing payments, answering incoming phone calls promptly and efficiently, providing reliable billing and collections information, and maintaining necessary member information files.

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.

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: Monday, July 15, 2024

This institution is an equal opportunity provider and employer.



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



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



info@fmec.coop
www.fmec.coop

I. OBJECTIVES

The Member Support Specialist plays an increasingly important role in the success of the Cooperative. As the utility industry becomes more competitive, exceptional service to the membership is critical. Primary responsibilities include satisfying member requests helpfully and courteously, professionally interviewing members applying for new service or service changes, receiving and processing payments, answering incoming phone calls promptly and efficiently, providing reliable billing and collections information, and maintaining necessary member information files.

This position reports to the Member Services Manager under the supervision of the Director of Cooperative Relations.

II. RESPONSIBILITIES

(Note: These examples are intended only as illustrations of the various types of work performed in this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. All employees are expected to perform the duties of this job description accurately and demonstrate cooperation in working with others, deal effectively with members, and practice safety consciousness.)

Member Service Functions:

- Answering the telephone courteously and promptly, ensuring member needs are satisfied as directly and quickly as possible.
- Greet walk-in members and guests in a positive manner to ensure all feel welcome and appreciated.
- Receive and process payments.
- Perform cash register functions, including balancing cash drawers and preparing bank deposits.
- Process mail payments through Onsite Electronic Deposit.
- Run appropriate reports for balancing payment activity.
- Receive member service questions including but not limited to:
 - Bill adjustments
 - High bill complaints
 - Service Transfers – including follow through with Online Utility to comply with Red Flag rules and FMEC deposit policy requirements.
 - Collection calls – including making payment arrangements and discussing disconnect procedures.
 - Handle and re-direct service location-related calls
 - Outage calls
- Take applications for service from new and existing members, initiate service

- orders for work requested, and forward them to the appropriate department.
- Maintains accurate and up-to-date office records, files, and member database.
 - Balance CIS to General Ledger report.
 - Balance Web-Payment and Funding Reports.
 - Set up new budget accounts.
 - Maintain SEMCAC reporting and post remittance.
 - Post other remittance amounts as necessary.
 - Provide letters of credit as considered necessary.
 - Create Service Orders as considered necessary.
 - Process the EFT & Credit Card file, which includes submitting to the bank and posting the file to member accounts.
 - Maintain and monitor the member service email inbox (info@fmec.coop).
 - Ensure cooperative guests sign in and out upon arrival and departure.

Miscellaneous Functions:

- Attend meetings, workshops, or seminars when requested to do so.
- Serve on special committees when asked to ensure Member Support Specialists have the opportunity to give their perspective on issues.
- Be punctual, arrive at work, and work efficiently.
- Abide by the Cooperative's Safety and Operating Procedures and adhere to board-approved policies.

III. POSITION REQUIREMENTS

Education:

This position requires a high school diploma or equivalent. Previous customer service experience and ability to communicate effectively in both English and Spanish preferred.

Abilities and Skills:

Must possess a high level of human relations and communication skills. Should be willing to take additional training in those areas that would enhance and improve the Cooperative's member relations activities. The ability to get along with people is required with the ability to communicate both written and verbally.

This position must maintain a high level of integrity in dealing with cooperative members regardless of payment status, keeping in mind the rules and procedures directed by the Minnesota Administrative Rules and Minnesota Statutes, along with cooperative board policies and procedures.

Accurate typing and ten key skills are required. The position also requires demonstrated applied skills in Microsoft Office (Word & Excel) and the ability to learn other programs as necessary.

Must have a valid Minnesota Class D Driver's License and acceptable driving record.

Must balance multiple priorities, be self-motivated, and complete projects with minimal supervision.

Must require the ability to work in a fast-paced environment.

Other tasks as assigned.

Physical Characteristics:

Must have the physical ability to perform the essential functions of this position with or without reasonable accommodation and 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 position is full-time, with 40 hours per week.

IV. PHYSICAL DEMANDS

Activity	Percentage of Time										
Bending	0	10	20	30	40	50	60	70	80	90	100
Squatting	0	10	20	30	40	50	60	70	80	90	100
Crouching	0	10	20	30	40	50	60	70	80	90	100
Pushing/Pulling	0	10	20	30	40	50	60	70	80	90	100
Reaching above shoulder level	0	10	20	30	40	50	60	70	80	90	100
Sitting	0	10	20	30	40	50	60	70	80	90	100
Standing	0	10	20	30	40	50	60	70	80	90	100
Twisting	0	10	20	30	40	50	60	70	80	90	100
Walking	0	10	20	30	40	50	60	70	80	90	100

MUST BE ABLE TO

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

LIFTING

Up to 10 lbs.	<u>From the Floor</u>	<u>From Waist Level</u>	<u>Overhead</u>	Rarely	Occasionally	<u>Frequently</u>
11 – 24 lbs.	<u>From the Floor</u>	<u>From Waist Level</u>	Overhead	Rarely	<u>Occasionally</u>	Frequently
25 – 34 lbs.	<u>From the Floor</u>	<u>From Waist Level</u>	Overhead	<u>Rarely</u>	Occasionally	Frequently
35 – 50 lbs.	<u>From the Floor</u>	<u>From Waist Level</u>	Overhead	<u>Rarely</u>	Occasionally	Frequently
51 – 75 lbs.	<u>From the Floor</u>	<u>From Waist Level</u>	Overhead	<u>Rarely</u>	Occasionally	Frequently

CARRYING

Up to 10 lbs.	Rarely	Occasionally	<u>Frequently</u>	Distance 150'	Hours per day	1
11 – 24 lbs.	Rarely	<u>Occasionally</u>	Frequently	Distance 100'	Hours per day	1
25 – 34 lbs.	Rarely	Occasionally	Frequently	Distance 10'	Hours per day	.25
35 – 50 lbs.	Rarely	Occasionally	Frequently	Distance 10'	Hours per day	.25
51 – 75 lbs.	Rarely	Occasionally	Frequently	Distance 10'	Hours per day	.25

PUSHING/PULLING

Up to 10 lbs.	Rarely	<u>Occasionally</u>	Frequently	Distance 50'	Hours per day	1
11 – 24 lbs.	Rarely	<u>Occasionally</u>	Frequently	Distance 50'	Hours per day	1
25 – 34 lbs.	<u>Rarely</u>	Occasionally	Frequently	Distance 10'	Hours per day	.25
35 – 50 lbs.	<u>Rarely</u>	Occasionally	Frequently	Distance 10'	Hours per day	.25

SIMPLE GRASPING

Right Hand	<u>Yes</u>	No
Left Hand	<u>Yes</u>	No

FIRM GRASPING

Right Hand	<u>Yes</u>	No
Left Hand	<u>Yes</u>	No

PUSHING/PULLING

Right Hand	<u>Yes</u>	No
Left Hand	<u>Yes</u>	No

FINE MANIPULATION

Right Hand	<u>Yes</u>	No
Left Hand	<u>Yes</u>	No

REPETITIVE MOVEMENTS
(i.e., typing, operating foot controls on motor vehicles)

Right Hand	<u>Yes</u>	No
Left Hand	<u>Yes</u>	No
Right Foot	<u>Yes</u>	No
Left Foot	<u>Yes</u>	No