Member Services Representative

Lamar Electric Cooperative, Inc.

Position Type: Full-Time
Department: Member Services
Reports To: Member Services Manager
Location: Blossom, Texas

About the Position

Lamar Electric Cooperative is seeking a dependable, service-oriented individual to join our team as a Member Services Representative. This position serves as a primary point of contact for our members, providing friendly, professional, and accurate assistance with electric service, billing inquiries, payments, account changes, and other service-related needs.

The ideal candidate is a positive, detail-oriented team player who enjoys helping people, communicates effectively, and can manage multiple responsibilities in a fast-paced office environment. As a representative of a member-owned electric cooperative, this individual plays an important role in delivering the quality service our members expect and deserve.

Essential Duties and Responsibilities

- Provide courteous, professional, and responsive service to members in person, by telephone, through email, and through other electronic communication channels.
- Answer member questions regarding electric bills, account balances, payment history, rates, fees, deposits, service requirements, and Cooperative policies.
- Initiate, process, monitor, and update service orders for new service, service changes, disconnections, reconnections, and other member requests.
- Process member payments and other account transactions accurately and maintain appropriate documentation.
- Assist members with billing questions, payment arrangements, account discrepancies, and other concerns, researching issues and coordinating resolutions as needed.
- Receive and document power outage reports and other service-related requests, ensuring information is communicated to the appropriate personnel.
- Maintain accurate member account information, including contact information, mailing addresses, and other required records.
- Explain and assist members with available payment methods, online account access, SmartHub, Auto Pay, paperless billing, and other Cooperative programs and services.
- Assist with billing-related activities, account adjustments, delinquent accounts, collections, and other assigned financial or administrative duties.
- Maintain confidentiality of member information and comply with Cooperative policies, procedures, and applicable regulations.

- Work cooperatively with other departments to address member needs, communicate service requests, and support efficient Cooperative operations.
- Participate in training and cross-training to maintain knowledge of Cooperative systems, services, and procedures.
- Perform other duties as assigned.

Required Qualifications

- High school diploma or equivalent.
- Excellent verbal and written communication skills.
- Strong customer service skills and a commitment to treating members with courtesy, patience, and respect.
- Basic computer skills, including the ability to use Microsoft Office applications including Word, Excel, and Outlook.
- Strong attention to detail and the ability to accurately enter information, process transactions, and maintain records.
- Good organizational and time-management skills, with the ability to prioritize tasks and manage multiple responsibilities.
- Ability to exercise sound judgment, solve problems, and handle sensitive or difficult member interactions professionally.
- Ability to maintain confidentiality and handle financial transactions and member information responsibly.
- Ability to work effectively both independently and as part of a team.

Preferred Qualifications

- Three years of customer service experience, preferably in an office environment.
- 10-key skills using a computer or calculator numeric keypad quickly and accurately.
- Experience handling cash, checks and credit card transactions and balancing a cash drawer.

Work Environment and Expectations

This position is primarily office-based and involves frequent interaction with members, employees, and the general public. The successful candidate must be able to work in a professional, team-oriented environment, maintain accuracy during busy periods, and adapt to changing priorities.

Occasional overtime, extended hours, or other schedule adjustments may be required to support Cooperative operations, emergencies, or special assignments.