

SUPERVISOR OF MEMBER SERVICE
SOUTHSIDE ELECTRIC COOPERATIVE, INC.
POWHATAN, VIRGINIA

Southside Electric Cooperative is seeking a dynamic individual to fill an immediate opening in Powhatan, Virginia. As the Supervisor of Member Service, you are responsible for giving direction, support, and assistance to Member Service Representatives as they provide prompt and courteous service to SEC members. As Supervisor, you also provide members with assistance and information on questions relating to electric service(s).

Key responsibilities include coordinating with the Director of Member Service to develop communication and leadership skill sets: mentoring Member Service Representatives (MSRs); developing and holding MSRs accountable for promoting the Cooperative's core values when interacting with members, fellow employees, and the general public; ensuring MSRs are utilizing time appropriately and that your team meets its departmental goals in regards to call volume, member dedicated time, and other goals as established by the Director of Member Service.

You believe in team unity and are eager to establish and build relationships with Member Service Representatives to produce an environment for effective training and respectful dialogue in evaluating department procedures and new ideas.

You've been working in the Member/Customer service field for at least five (5) years with increasing responsibility and have two (2) to five (5) years' supervisory experience in a Member/Customer Service environment.

You are knowledgeable in office practices and procedures with an understanding of basic accounting practices, rates, and regulations. You are proficient in Microsoft Office applications. You can work without supervision and instinctively know what must be done for the success of the Cooperative. Maintaining the highest standards in stressful situations is one of your best qualities. Experience in a Cooperative environment is a plus.

Qualified candidates will have attained their high school diploma or GED. Associates Degree or Bachelors Degree with emphasis in general business, accounting, public relations, or communications preferred.

At Southside Electric Cooperative our Members are our priority, therefore, it's up to us to make sure Members have exceptional support no matter what situation arises. While it doesn't happen often, we are always ready to roll up our sleeves and pitch in when it's all hands on deck. This means that all Southside Electric Cooperative employees are ready to work extra hours in emergency situations.

We offer a competitive salary and an unrivaled benefits package in an amazing work environment. Our Northern District Office in scenic Powhatan, Virginia is conveniently located just minutes from Richmond and surrounding areas offering a perfect blend of city life and country living.

Applications can be found on our website at sec.coop and must be received by 5:00 p.m., Eastern Time, Friday, September 29, 2017 via email to sec.applications@sec.coop or fax to (434) 645-3202. You may also bring your completed application to the Southside Electric Cooperative Headquarters Office located at 2000 W. Virginia Avenue, Crewe, VA. We regret that we are unable to accept applications or resumes by mail.

Documents to establish identity and employment eligibility are required. Offers of employment are conditional upon a negative alcohol and controlled substance test.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, or veteran status.

WE ARE PROUD TO BE AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.