



SUPERVISOR OF MEMBER SERVICE

ALTAVISTA, VIRGINIA

Southside Electric Cooperative (SEC) is seeking a dynamic and motivated Supervisor of Member Service at our new office in scenic [Altavista, Virginia](#).

As the Supervisor of Member Service, you are responsible for giving direction, support, and assistance to Member Service Representatives (MSRs) as they provide prompt and courteous service to SEC members both in our office and on the phone. As Supervisor, you also provide members with assistance and information on questions relating to electric service(s).

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. Experience working for an Electric Cooperative is highly preferred.

Key responsibilities include coordinating with the Director of Member Service to develop communication and leadership skill sets of MSRs by:

- mentoring Member Service Representatives;
- developing and holding MSRs accountable for promoting the Cooperative's core values when interacting with members, fellow employees, and the public;
- ensuring MSRs are utilizing time appropriately so that your team meets its departmental goals regarding call volume, member dedicated time, and other goals as established by the Director of Member Service;
- conducting annual performance appraisals for your direct reports.

Additional responsibilities include:

- producing service orders for new accounts, transfers, reconnections and disconnections per request of members;
- making appointments for Staking Technicians after securing all pertinent information concerning a new service, updating a service, or other requests concerning the construction of the Cooperative's service equipment.

You are knowledgeable in general office practices and procedures with an understanding of basic accounting practices, rates, and regulations. You have worked with and are

proficient with NISC CIS Customer Care systems. You are adept in Microsoft Office applications. The ideal candidate is a self-starter who can work without supervision and instinctively knows what must be done for the success of the Cooperative. Maintaining the highest standards in stressful situations is one of your best qualities.

Qualified candidates have attained their high school diploma or GED. Associates Degree or Bachelor's Degree with emphasis in general business, accounting, public relations, or communications a plus.

At Southside Electric Cooperative our Members are our priority, therefore, it's up to us to make sure all 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 and willing to work extra hours in emergency situations – no matter the day, hour, or weather condition. Because we must be ready to serve our members during such events, Member Service associates must reside within sixty-minutes legal driving time of their primary work location.

Regular working hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. This is an exempt position. At Southside Electric Cooperative we offer a competitive salary and an unrivaled benefits package. We recently relocated into a spacious new office complete with an onsite fitness center.

Applications can be found on our website at sec.coop and **must be received by 5:00 p.m., Eastern Time, Friday, August 3, 2018**. Please complete the application on your computer and submit by using the "Submit" button at the end of the application. This will open an email which allows you to attach a cover letter and resume if you would like. Please update the Subject line to reflect Supervisor of Member Service – Altavista.

*If you are unable to complete the application online, you may print, complete, and 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. Please do not send photos or screenshots of the application, cover letter, or resume. We do not 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.