

REMC Position Open



CONTACT CENTER REPRESENTATIVE

South Central Indiana REMC (SCI REMC) is a not-for-profit electric distribution, member-owned cooperative. The cooperative is a leader in distribution technology and is headquartered in a new and progressive facility in Martinsville, Indiana. SCI REMC serves seven counties including Morgan, Monroe, Owen, Brown, Johnson, Putnam and Clay with over 3,542 miles of energized lines and 33,549 meters serving 28,007 members. SCI REMC is excited to add a fiber division and bring broadband services to its members' homes and businesses. As SCI adds services for our member, we are searching for **Contact Center Representative** applicants in the Finance & Member Services Department to connect with our members and to help achieve a high level of consumer satisfaction.

If you meet the qualifications below, please apply on our website: www.sciremc.com/careers include a cover letter with salary expectations and a resume. Completing a PI assessment is a part of the application process. Do not apply on any other website – apply only on the South Central Indiana REMC website. No Phone Calls, please!

The primary objectives of this position includes: Rendering professional service that will promote goodwill between the REMC and its members. Being the first line of contact in office, by telephone, chats, email or fax for all inquiries related to SCI REMC and or SCI Services, LLC or SCI Fiber and providing positive interactions with customers while delivering information in answering general customer questions, billing questions and customer concerns and providing suitable solutions to satisfy the customer during the initial contact. Performing work in connection with providing efficient service in the keeping of consumers' confidential records and accounts, including accounts payable, for assurance of accuracy and conformity with approved and accepted accounting procedures and practices.

The successful candidates must have the ability to handle all types of member calls, e-mails, chats, etc. in a **'one contact resolution manner'** and in a positive and professional manner. The successful candidates must have a proven record for handling difficult conversations and resolving issues promptly with at least three years experience in internal customer service. Previous utility distribution experience or ISP/broadband experience is a plus but not required. Exceptional communication both written and oral is required. Successful candidates will be willing to work alternative work schedules such as 4 - 10 hour days and working into the evening hours. A summary of the position specifications is posted below.

POSITION SPECIFICATION

EDUCATION:

Minimum of high school diploma is required. Additional education or training to enhance customer service skills will be helpful but is not required.

EXPERIENCE:

Minimum of three (3) years of work experience in a customer services environment is required. Experience working with a consumer-owned or publicly held utility system and/or broadband/fiber internet provider is positive but not required.

QUALIFICATIONS:

- Must have the ability to communicate effectively verbally and in writing via phone, or with chat, email, fax, etc. and perform within the objectives determined by the department.
- Must be able to identify members' needs, clarify information, research and provide solutions and/or alternatives.
- Must be able to recognize opportunities to promote products and services to create a better experience for the member.
- Must have the ability to adhere to contact center policies and procedures.
- Must be capable of addressing, in real time, any matter related to member accounts.
- Must be able to handle various spontaneous and difficult situations as they arise.
- Must have the ability to learn and effectively utilize proprietary software used in contact centers including Customer Information and Customer Relationship Management Systems.
- Must be able to assist in maintaining a contact center information FAQ.
- Must have a strong work ethic and a passion for the customer.
- Must enjoy working in a fast-paced Contact Center team environment
- With a non-stop positive attitude, must be able to communicate effectively with company's members.
- Must have a desire to learn new skills and improve performance level by attending training sessions as required.
- Must be regular in work attendance.

SCI REMC is an EOE Minorities/Women/Disability/Veteran