

Title **Member Service Representative**

Company **Daviess-Martin County REMC**

Description

Daviess-Martin County REMC is currently searching for a Member Service Representative. This position reports to the Director of Finance & Accounting. Daviess-Martin County REMC is located in Loogootee, IN and has approximately 7,000 members. The co-op also offers wages competitive with other co-ops around the nation of a similar size, as measured by the NRECA Compensation Survey.

Candidates with experience in Member Services in an electric cooperative are preferred, as are those with experience in NISC IVUE.

Responsibilities:

Greet members, answer phone calls promptly and courteously. Ensure the member's issue is resolved by connecting them with the proper co-worker if you cannot directly address their needs. Switch phones to and from after-hours, as required.

1. Process member applications for service and all changes to members' master records. These changes include creating new accounts, disconnects, reconnects and transfers.
2. Help members get energy assistance and remove all accounts that have energy assistance from disconnect lists during the moratorium period.
3. Assist with adding outage notes to CRC.
4. Maintain tax exemption status. Send quarterly meter changes to the state. Scan all tax-exempt certificates to the IVUE Document Vault.
5. Check credit histories, collecting deposits as required. Collect prior bad debt from members when they apply for new services. Apply security deposits to member final bills.
6. Collect and process member funds. Reconcile amounts paid with the stubs and note differences. Run checks through the remit scanner and ensure scans are legible. Run reports and provide to the Director of Finance & Accounting daily. Prepare a spreadsheet to track payments without a corresponding stub. Maintain petty cash.
7. Close out and balance cash register drawers daily. Maintain daily cash sheets.
8. Make payment agreements with members. Record notes on IVUE for payment arrangements, energy assistance, trustee pledges, etc. Add late penalties when necessary.
9. Prepare monthly billing on REMC electric accounts. Enter security lights to be billed. Assist in mailing of member bills.
10. Maintain a file on bankruptcies. Check with the Director of Finance & Accounting on any special requirements based upon the bankruptcy.
11. Prepare monthly list for new, reconnected and disconnected accounts.
12. Verify disconnect list monthly.

Qualifications:

Electric cooperative member service experience is preferred, but not required. Preference will be given to those candidates with member service experience.

1. Knowledge of the NISC IVUE system is preferred, but not required. Experience using Microsoft Office products is required.
2. Excellent interpersonal skills, written and verbal communication skills, math skills, decision-making and problem-solving skills, self-motivation and the ability to work with minimal supervision are all required.
3. Ability to maintain confidentiality is essential.

Education	High School
Categories	Member Services
Type	Full-Time
Salary	Commensurate with Experience
Relocation Costs	No
State/Province	Indiana
Display company as	Daviess-Martin County REMC
Send Applicants To	eworland@dmremc.com

Notes:

Send resume, cover letter, 3 professional references and 1 personal reference to:
eworland@dmremc.com

Or Mail to:

**Erica Worland
 Daviess-Martin County REMC
 P.O. Box 430
 Loogootee, IN 47553**

About Daviess-Martin County REMC

Daviess-Martin County REMC is an electric distribution cooperative with approximately 7,000 members, headquartered in Loogootee, IN. Our facility is close to I-69 in southwestern Indiana. Loogootee is 50 miles southwest of Bloomington, IN, 20 miles north of Jasper, IN, 35 miles east of Vincennes, IN and 28 miles west of Mitchell, IN. The beauty of nature abounds in the area, surrounded by forests and lakes. Boggs Park is within 5 miles of the town and has camping, hiking, boating and fishing. The Glendale fish and wildlife park has one of the top fishing lakes in the state and is also a great camping, hunting and hiking area. Patoka Lake is 38 miles southeast of Loogootee and Lake Monroe is 58 miles northeast. The Hoosier National Forest, Brown County State Park and many other beautiful natural areas are within minutes of our Headquarters facility. Area schools are solid academically and are all rated very high for school safety. Our area communities are safe, have traditional values, and are family-friendly.