



Position: Member Services Coordinator

Classification: Non-Exempt

Report to: General Manager

Date: October 22, 2018

JOB DESCRIPTION

Objective: Under the general direction of the General Manager, provide quality member service by ensuring the ongoing and efficient operation of the department and provide guidance to the members. This position will plan and coordinate all activities within the Member Service department.

Essential Functions: Member Focused. Community Proud. Relationship-Driven.

1. Establish member relationships. Explain Cooperative policies and procedures.
2. Key Accounts Representative.
3. Promote energy efficiency programs for the benefit of Lane-Scott Electric Cooperative residential and commercial members.
4. Inform members on the safe and efficient use of energy and energy efficiency practices.
5. Provide energy related education to Lane-Scott Electric members, including but not limited to: rate tariffs, alternative electrical options if any, energy efficiency practices and electrical safety.
6. Assist the Resale Department when the warehouse person is gone.
7. Attend, coordinate and participate in Lane-Scott Electric's activities and annual meetings.
8. Conduct or assist with safety demonstrations and public speaking to members in the surrounding area.

9. Assist in marketing activities. Design brochures and new letters. Prepare news releases concerning companies plans and activities.
10. Administer/coordinate/oversee:
 - a. Lane-Scott Electric Scholarship Program
 - b. Youth Programs
 - c. Grassroots activities
 - d. Website and Social Media accounts
11. Must have the ability to work with all departments within the company.
12. Responsible for knowing and personally performing all duties in accordance with safety rules and company practices.
13. Other duties as assigned by the General Manager. This job description is not designed to cover or contain a comprehensive listing of all job duties or responsibilities that will be required of the employee. Job duties may change at any time.

Competencies:

1. Self-motivated and able to work independently
2. Able to identify problems, collect data, establish facts, and draw valid conclusions
3. Good organizational skills
4. Proficient in communication
5. Perform basic mathematical calculations
6. Experience in Adobe Creative Cloud software

Preferred Education and Experience:

- High School Diploma or GED required; Associates degree preferred in one of the following areas: Business, Marketing, Communications or Journalism.
- Minimum of 5 years of experience in member/customer service.

Work Environment:

This job operates in a normal office environment. This position will require inside and outside work.

Physical Demands:

While performing the duties of this job, the employee is frequently sitting at a desk. The employee is occasionally required to stand; walk; stoop or kneel. The employee may occasionally lift and/or move up to 50 pounds.

Expected Hours of Work:

This is a full-time position, with normal business hours Monday through Friday, 8 am to 5 pm. Some evenings and weekends will be necessary. Occasional travel will be required for meetings and/or training.

Licenses:

Valid Kansas Driver's License

Signatures:

This job description has been approved by management:

General Manager _____ Date: _____

HR _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements and essential job duties for this position.

Employee _____ Date: _____