

Career Opportunity

Member Service Representative – Mart, TX Office

Full Time – Monday-Friday 8 a.m. to 5 p.m.

The role of Member Service Representative involves performing Member Service activities in such a way as to increase satisfaction and promote goodwill between the Cooperative and its existing and potential Members, while providing excellent service to both existing and potential Members by utilizing an in-depth knowledge of the Cooperative's products, services, and programs.

Daily duties include:

- Answering incoming calls
- Processing payments
- Processing membership applications
- Providing Members with information on billing and various programs and services of the Co-op
- Entering service requests
- Creating and transferring accounts
- Filing of easements
- Filing of paperwork within the office
- Maintaining member files
- Assisting with lobby and drive-thru
- Other Member Service duties as assigned

Ideal candidates will:

- Have experience in Member/Customer Service
- Possess the ability to multi-task and handle duties between calls
- Have superior verbal and written communication skills
- Be able to handle a high call volume while ensuring each Member has a positive experience
- Have basic computer knowledge in Microsoft and Internet, with the ability to learn and use new software
- Pay close attention to detail
- Possess the ability to quickly and accurately key information and correspondence

Qualified applicants may apply in person at 450 Battle Road, Mart, TX 76664 or by email:

kbarrett@navasotavalley.com

Navasota Valley Electric Cooperative is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, age, religion, or disability.