



You've got the Power!

JOIN OUR TEAM

Bilingual Member Care Representative I

Required Skills & Abilities

- Maintain a positive, empathetic, and professional attitude at all times
- Demonstrate excellent telephone etiquette skills
- Demonstrate exceptional verbal communication skills
- Ability to craft professional emails and letters
- Punctuality and consistent work attendance are expected
- Ability to work overtime and flexible shifts
- Ability to work in a fast-paced environment
- Excellent computer skills with reasonable speed and accuracy
- Experience with Microsoft Office programs required
- Ability to work in a team environment and independently
- Fluent in Spanish and English

Preferred Skills

- Electric utility experience
- Call Center background

Education and/or Experience

- High School Diploma or general education degree (GED)
- Minimum of 2 years related experience or training

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity Employer

The Bilingual Member Care Representative is a dynamic position that supports our English and Spanish speaking co-op members. The position deals directly with developing member account relationships and processing account inquiries in a fast-paced call center environment. A successful candidate for this role should have a solid commitment to providing a professional and positive customer service experience. If you have the required skills and enjoy serving others, this would be an excellent opportunity for you.

Responsibilities:

- Process service orders, forms, applications, and requests
- Open and maintain member account information as appropriate
- Acknowledge and resolve member-related concerns
- Maintain confidentiality of member information and documentation
- Receive incoming calls and distribute them to the appropriate department
- Respond to member inquiries promptly with solutions
- Communicate efficiently with members through multiple channels
- Establish a professional member relationship and ensure a positive member experience
- Other duties may be assigned as needed

Benefits:

- Competitive pay
- Medical, dental, vision and prescription drug coverage
- Health Savings Account with company annual contribution
- Life insurance and disability
- 401K with company match
- Pension plan
- Paid holidays and time off
- Educational/tuition reimbursement plan
- Professional and personal development
- Employee discounts
- Employee Assistance Program
- Wellness programs and onsite fitness center



Snapping Shoals EMC has been in business for over 80 years. During that time, we have built a strong reputation for providing reliable power and excellent customer service. Our roots go back to the 1930's and the early days of America's rural electrification.

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