

**POSITION OPENING**  
**CARROLL ELECTRIC MEMBERSHIP CORPORATION**

**POSITION:**  
Member Services Representative I

**REPORTS TO:**  
Supervisor, Member Services

**DEPARTMENT:**  
Member Services

**DIRECTS:**  
None

**POSTING OPENS:**  
03/28/2024

**POSTING CLOSES:**  
04/06/2024

**PURPOSE OF POSITION:**

To communicate with Members about the billing and capital credit accounts in a pleasant, courteous, respectful and professional manner, take payments, prepare service orders and discuss billing issues with Members.

**MINIMUM JOB SPECIFICATIONS:**

The following requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

- High school diploma is required.
- Prefer a bachelor's degree in an approved field of study.
- Require the ability to become proficient in processing applications, deposits, fees, service orders, and the cooperative's service territory.
- Must have a minimum of one year's experience in customer service and dealing with the public.
- Must have cash handling experience.
- Require the ability to use a PC, 10-key calculator, and the proper use of general office equipment.
- Require the ability to work overtime hours and during emergency situations.
- Must be able to work in our headquarters in Carrollton and our District Offices in Buchanan and Franklin.
- Require excellent oral and written communication skills.
- Require the ability to accurately perform multiple duties.
- Require the successful passing of Carroll EMC's post offer entrance examination and drug screen.
- Require the ability to have and maintain a valid driver's license.

**Interested applicants can apply online at [www.cemc.com/careers](http://www.cemc.com/careers)**

*No phone calls, please.*

**Carroll Electric Membership Corporation promotes a drug-free workplace.**

**This institution is an equal opportunity provider and employer.**