

**BLUE RIDGE MOUNTAIN ELECTRIC MEMBERSHIP CORPORATION  
JOB DESCRIPTION**

**Customer Service Trainee  
Grade #2**

**I. OBJECTIVE:**

To acquire the knowledge and skills necessary to provide Blue Ridge Mtn. EMC's member-consumers excellent customer service. To continually strive to improve the member-consumer experience, and generate member-consumer loyalty.

**II. MANAGEMENT EXPECTATIONS:**

Individuals must demonstrate a positive attitude and a commitment to contribute to Cooperative's goal of providing exceptional service to members and associates, exhibiting professionalism at all times. Management reserves the right to change, modify, or alter any job description deemed necessary to continue the operation of business.

**III. PERFORMANCE STANDARDS:**

Become familiar with Cooperative policies and procedures to obtain information that will provide constant, rapid and accurate communication between Cooperative personnel and member-consumers. Provide prompt, efficient, and courteous service that will promote goodwill between the Cooperative, the member-consumers, and all inter-office departments. Develop departmental relationships to ensure a productive work environment.

**IV. REPORTING RELATIONSHIP:**

**A. Reports to:** Supervisor – Customer Service

**B. Directs:** No one

**V. PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable the individual with disabilities to perform the functions. Must be able to work seated or stand for extended periods of time. Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components. Occasional lifting and transporting of moderately heavy objects up to 50 pounds. Must be able to hear and talk at conversation levels. Specific vision abilities required by this job include close vision and peripheral vision.

**VI. ESSENTIAL DUTIES:**

To learn the following duties under direct supervision utilizing training materials and hands on training.

- A. Establish memberships and configure Member-consumer accounts accordingly.
- B. Processing and completion of department appropriate service orders.
- C. Process payments for electric bills, memberships, deposits, and construction work orders.
- D. Provide explanations for billing inquiries (amount due, charges, cutoff dates, etc.)
- E. Assist Member-consumers with broadband and other value-added service inquiries and sales
- F. Balance monies collected on a daily basis and submit to appropriate personnel.
- G. Conduct sales and invoicing of stock items.
- H. Provide information for general inquiries (location, office hours, website access, etc.)
- I. Update Member-consumer account information.
- J. Conduct in-office business with Member-consumers.
- K. Other duties as may be assigned, from time-to-time, by the Supervisor – Customer Service

**VII. EDUCATION/EXPERIENCE/REQUIREMENTS:**

Requires a high school diploma or the equivalent. Experience in call center related function or direct customer interaction is preferred.

**VIII. ABILITIES AND SKILLS:**

Requires demonstrated excellent interpersonal, verbal and written communications skills to be used with the managers, employees, and Member-consumers. Requires demonstrated business skills including the ability to prepare all types of correspondence, skills in grammar, spelling and punctuation, editing and proof reading. Requires the ability to process daily work efficiently and effectively. Be responsive and persuasive at all levels of the organization to handle Cooperative issues in a confidential and tactful manner.

**IX. ATTITUDE:**

- A. Willingness to cooperate, perform, and contribute to the department's goal of providing exceptional service to the members and to the organization as a whole.
- B. Willingness to pursue a continuous program of self-development, both inside and outside of work hours in furthering his/her knowledge to develop in the job and accept increasing responsibilities.

**X. PERSONAL CHARACTERISTICS:**

- A. Must be of the highest integrity and possess good personal habits.
- B. Must be attendance and punctuality conscious in performance of duties.
- C. Must possess the initiative to develop an interest in accepting and directing work assignments.
- D. Must possess the characteristics necessary for providing effective leadership, guidance, training, and direction.