



## **Job Posting: Member Service Representative**

**Location:** Two Harbors, MN

**Department:** Member Services

**Job Type:** Full-Time

**Reports To:** Member Services/HR Manager

### **Company Overview**

Cooperative Light & Power is an electric distribution cooperative committed to providing exceptional services to our members. We are seeking a passionate, customer-focused individual to join our team as a **Member Service Representative**.

### **Position Summary**

As a Member Service Representative, you will serve as our members' first point of contact, assisting them with inquiries, account issues, payments, and service requests. You will play a crucial role in enhancing our members' experience by ensuring their needs are met promptly and efficiently. The ideal candidate will have a passion for delivering outstanding customer service, strong communication skills, and the ability to work well in a fast-paced environment.

### **Key Responsibilities**

- Respond to member inquiries via phone, email, and in person.
- Provide accurate and timely information to members.
- Resolve member issues and concerns promptly, escalating when necessary.
- Collaborate with other departments to ensure a seamless experience for members.
- Promote additional services, rebates, and products to members when appropriate.
- Meet and exceed performance goals for quality, customer satisfaction, and response times.
- Assist with producing monthly newsletters, social media posts and making website updates.
- Assists with organizing community, member, and employee events.

## **Qualifications**

- High school diploma or equivalent.
- Associate's or Bachelor's degree preferred.
- 2+ years of customer service experience.
- Possess knowledgeable computer skills, including Microsoft Office products. Knowledge of Adobe products is preferred.
- Previous customer service experience.
- Strong verbal and written communication skills.
- Ability to remain calm and professional in challenging situations.
- Excellent problem-solving and critical-thinking abilities.
- Detail-oriented with strong organizational skills.
- Ability to multitask and prioritize in a fast-paced environment.
- Must have a valid driver's license.

## **Benefits**

- Competitive salary and benefits package.
- Insurance
- Paid holidays, vacation, and sick leave.
- 401(k) plan with company match.
- Opportunities for career growth and advancement.

## **How to Apply**

Interested candidates are encouraged to apply by emailing a resume and cover letter to Carey Hogenson at [careyh@clpower.com](mailto:careyh@clpower.com). Please include "Member Service Representative Application" in the subject line.

**Application Deadline:** December 18, 2024

*Cooperative Light & Power is an equal opportunity employer.*