

PO Box 67
1135 N. Church St.
Halls, TN 38040



Phone: (731)-836-7508
Fax: (731)-836-5070
Web: www.forkeddeer.com

Job Description

Job Title:	Member Service Representative
Reports To:	Office Manager
Supervisory Responsibilities:	None
FLSA Status:	Hourly, Nonexempt

Summary

To represent the Cooperative in the promotion of Cooperative services and programs to members and employees.

Essential Duties and Responsibilities

- (a) Provides assistance to members regarding energy use, written materials and member relations
- (b) Answers questions on the Residential and Small Commercial Off-Peak rates. Accepts applications and processes the paperwork on the Off-Peak accounts. Monitors the monthly bills and maintains the necessary reports.
- (c) Be available to assist with phones and member assistance during outages and emergencies.
- (d) Receives and processes cash receipts, including credit card transactions. Opens and batches cash, balances checks and stubs, enters payments and readings into the computer, balances total daily cash receipts, makes entries to general ledger, and prepares daily cash sheet. Prepares bank deposit and delivers to bank.
- (e) Assists walk-in customers in completion of service application forms and prepares mailings of service applications to new homebuyers.
- (f) Perform routine customer account maintenance such as set up/change/delete auto-pays, e-bills, budget bill, Operation Round-Up address changes.
- (g) Stays current on technological developments in the electric power delivery and utilization fields so that the most modern, cost effective and efficient products are made available to the customer.
- (h) Maintains current working knowledge of applicable state and national electrical codes and the interpretation of enforcing authorities as related to the application and utilization of existing or proposed wiring materials and supplies to assure that the Cooperative is meeting these regulations in the services provided.
- (i) Accurately answer questions and provide assistance to meet the needs and requests of customers and general public, adhering to established guidelines, procedures, and policies.
- (j) Greets and promptly accommodates all customers and visitors in a professional and courteous manner.

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Competencies

Oral and Written Communication—Speaks and writes clearly and persuasively in positive or negative situations; listens in order to clearly understand the needs of the customers; responds well to questions; prepares informative articles, documents and correspondence using correct grammar.

Adaptability—Adapts to changes in the work environment and competing demands; changes method to best fit situation; handles multiple projects simultaneously and effectively.

Professionalism—Maintains confidentiality with tact and diplomacy; carries out a variety of tasks with accuracy and attention to detail; refrains from causing or contributing to disruptions in the workplace.

Dependability—Timely and accurately performs essential duties; follows instructions and responds to management direction; ensure duties are covered during planned absences.

Initiative—Volunteers readily; undertakes self-development activities; accepts increased responsibilities; asks for and offers help when needed; performs duties and meets needs of department with minimal direct supervision.

Customer Service—Manages difficult or emotional situations; responds promptly to customer needs; responds to requests for service and assistance while following guidelines and policies of Forked Deer Connect, LLC; meets commitments.

Problem Solving—Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; uses reason when developing solutions; works well in group problem solving situations.

Qualifications

Education and/or Experience—A high school diploma or equivalent is required. An associate's or bachelor's degree in communications, marketing, or a related field is preferred but not required. Experience in customer Service.

Certificates, Licenses, Registrations—Must be able to possess and maintain a valid Tennessee Driver's License.

Physical Requirements—Ability to sit at a desk and work on a computer for extended periods; must be able to lift up to 15 pounds occasionally.

Skills—Proficient with Microsoft Office Suite or related software; excellent organizational, analytical, and problem-solving skills.

March 24, 2026