MOR-GRAN-SOU
ELECTRIC COOPERATIVE

Member Services Representative I
Position Description
Effective: January 2018
Revised: August 2026

Classification:	Union	FLSA Status:	Non-Exempt
NRECA Job Code:	21-3511	Employment Status:	Full-time
Department:	Member Services	Location:	Mandan, ND
Reports to:	Member Services Mgr./Chief of Staff	Supervises:	N/A

DISCLAIMER: THIS IS NOT INTENDED TO CREATE A CONTRACT OR BE AN ALL-INCLUSIVE LIST OF DUTIES. THIS DESCRIPTION MAY BE CHANGED AT ANY TIME WITHOUT NOTICE. IN ORDER TO MAXIMIZE FLEXIBILITY AND EFFICIENCY, EMPLOYEES MAY BE ASSIGNED ADDITIONAL DUTIES AS DEEMED NECESSARY. ALL PRIOR POSITION GUIDES OR DESCRIPTIONS FOR THE ABOVE LISTED POSITION ARE HEREBY REVOKED AND SUPERSEDED.

PURPOSE FOR THE POSITION:

This position assists the cooperative in maintaining a high level of member satisfaction. Participate in the development of member programs and policies that provide benefits to cooperative membership. Provide member education and satisfactory member issue resolution, enhancing the member relationship with the cooperative.

QUALIFICATIONS AND EXPERIENCE:

Bachelor's degree with an emphasis in a job-related field preferred. An associate degree with an emphasis in a job-related field required. In lieu of an associate degree, prior work experience may be considered. Work experience should demonstrate the direct skills and abilities to perform the position's essential responsibilities at a consistently competent level. Experience utilizing office automation technology and personal computers (Microsoft Word, Excel, Outlook) is required. Experience in NISC/iVue is preferred. A valid North Dakota driver's license is required.

CORE COMPETENCIES:

1. Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the Cooperative safety rules and procedures.
2. Review and abide by established policies and procedures of the cooperatives and associated entities.
3. Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
4. Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
5. Accept and adapt positively to changes in the position and within the cooperative and associated entities. Develop a commitment to accept ongoing change.
6. Be a positive influence within and outside the cooperatives and associated entities.
7. Support the Cooperative's mission by staying current with information to cultivate and positively project The Cooperative's philosophy.
8. Provide leadership that stimulates a high standard of morale among employees of the office by using team spirit and enthusiasm.
9. Accept responsibility for the duties of the position. Work diligently toward complete and accurate work assignments.

ESSENTIAL JOB FUNCTIONS:

1. Maintains excellent verbal and written communication skills.
2. Demonstrates effective organizational and interpersonal skills.

3. Ability to learn and utilize modules within the iVue system (Outage, Financials, Scheduler, Vault, Services).
4. Efficiently prioritize, plan, and change easily from one activity to another.
5. This position is on-site; office and must be flexible and adaptable in a fast-paced environment.
6. Proficient and Self-sufficient in the Department of Operations.
7. Establishes and maintains electric member accounts, processing all service orders for connects, disconnects, transfers and meter changes.
8. Assists with system operations activities, including but not limited to dispatching, creating IVR's, and iVue/Outage functions.
9. Explains MGS rates, policies, and procedures to cooperative members.
10. Review completed job orders to ensure that new services and upgrades are delivered to members on a timely basis.
11. Responds to member inquiries, resolves problems, adjusts and updates consumer records.
12. Performs other tasks and assumes other responsibilities as assigned by supervisor.

PHYSICAL REQUIREMENTS:	**0 - 24%**	**25 - 49%**	**50 - 74%**	**75 - 100%**
Seeing: Read documents and computer screen.				**X**
Hearing: Communicate in person and via telephone.				**X**
Standing/Walking: Walk to various office items or offices.				**X**
Fingering/Grasping/Feeling: Use of pen, keyboard				**X**
Climbing/Stooping/Kneeling, etc.: Stairs	**X**			
Lifting: lift a maximum of 50 pounds from the floor	**X**			
WORKING CONDITIONS:	**0 - 24%**	**25 - 49%**	**50 - 74%**	**75 - 100%**
Indoors, In an Office				**X**
Indoors, Warehouse/Shop	**X**			
Outdoors, Moderate/Extreme Weather Conditions	**X**			
Working at Heights greater than 5 feet above the ground.	**X**			

REMARKS: I have read my Position Description and understand my assigned responsibilities and have been given a copy of this Position Description. I also certify by my signature below that I can perform the essential functions of this position description either with or without reasonable accommodation.

Accepted by: _____ _____
Employee *Date*

Approved by: _____ _____
Member Services Manager *Date*