

Bartlett Electric Cooperative, Inc. is currently seeking a qualified candidate for a Member Service Representative (MSR) position. The ideal candidate should be highly motivated, well-organized, reliable, and must be familiar with computer applications, including Microsoft Word and Excel. Experience in Customer Service or a related field is a plus, but is not required.

A Member Service Representative will be responsible for greeting Members and the general public who may visit the office, be able to establish new member accounts and communicate effectively with Members regarding both BEC's electricity and broadband offerings. Communication with Members includes issues relating to high bill complaints, general service issues and metering issues. A Member Service Representative is also responsible for having knowledge of the cooperative's tariffs and various rate structures. Finally, the MSR will be responsible for effectively working with other Member Service Representatives, the Member Service Supervisor and various Departments within the organization.

Competitive Pay & Benefits

Employment requires:

Background check
Pre-employment drug screen
Pre-employment physical
Valid Texas Drivers License
Acceptable driving history
Job Type: Full-time

Contact Carrie Wenzel, Chief Human Resource Officer, at cwenzel@bartlettec.coop for a complete Position Description or to submit a resume.