

**Member Service Representative** - REA Energy Cooperative, is seeking a full-time consumer service representative. Successful applicants will be working out of our Indiana, Pennsylvania office.

**Responsibilities Include:**

- Welcome and assist customers/members either by phone or upon entering the facility.
- Be familiar with all processes, procedures and established guidelines within the Consumer Services Department, such as: new member sign-ups and changes, deposits and fees, service orders, collections, etc.
- Process payments received by mail, in person or via phone.
- Make account adjustments, when applicable, in the billing system.
- Prepare monthly reports as assigned.
- Be familiar and able to respond to member questions regarding REA Energy Cooperative Inc. and REA Services programs, Policies, Procedures and By-Laws and gather the necessary information to administer those programs accordingly.
- Respond to member questions by letter as required and to other requests for written information.
- Be responsible for processing and collections of members billing cycle, including disconnection when required.

**Qualifications Include:**

- Associate's degree in a business-related field or 2-5 years general office experience, preferably in a billing or customer service role.
- Good verbal and written communication skills.
- Must be customer-oriented and able to handle stressful situations.
- Detail-oriented with good organizational skills.
- Good judgement and ability to make decisions.
- Ability to maintain professional attitude outside of workplace.

REA Energy Cooperative, Inc. was formed in 1937 to provide reliable electric service at an affordable price for rural residents in Western Pennsylvania. We rely on our employees to provide reliable electric service in the safest manner. We empower our employees to provide a safe work environment, through training, communication and Safe Work Practices.

REA Energy Cooperative, Inc. is an equal opportunity employer. We value our employees and recognize that they are one of our greatest assets. REA Energy provides competitive pay, company-sponsored pension program, 401(k) plan with employer contributions, medical and dental insurance programs, and life insurance. To apply, please send resume and cover letter to [hrinfo@reaenergy.com](mailto:hrinfo@reaenergy.com) or by mail to Human Resources, PO Box 70, Indiana PA 15701.