**Part-Time Temporary Member Service Representative** - REA Energy Cooperative, is seeking a part-time temporary consumer service representative. Successful applicants will be working out of our Indiana, Pennsylvania office. Temporary position to begin by August 1, 2024- November 30th, 2024, working 24 hours per week.

**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, etc.
* Process payments received by mail, in person or via phone.
* Make account adjustments, when applicable, in the billing system.
* As assigned, balance cash receipts, cash register and deposit, daily.
* 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

**Qualifications Include:**

* Associates Degree in a business-related field or 2-3 years general office experiences, preferably in 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.