

## Energy Services Representative

<b>Department:</b>	<b>Member Services</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Location:</b>	<b>Headquarters</b>	<b>Position Type:</b>	<b>Full-Time</b>
<b>Reports To:</b>	<b>Member Services Manager</b>	<b>Grade/Level:</b>	<b>6</b>
<b>Directs:</b>	<b>n/a</b>	<b>Last Update:</b>	<b>02/05/2026</b>

### POSITION SUMMARY

Under the direction of the Member Services Manager, the Energy Services Representative serves as the first point of contact for the public and co-op members seeking information or assistance through the Member Services Department. This position promotes and supports the cooperative's electric energy management programs, rebate programs, solar application process, and home energy assessment services. The role works closely with the Energy Management Technician, Billing Supervisor, Meter Technician, and other staff to coordinate service orders, troubleshoot high-bill concerns, and assist members with program participation. This position is also the primary contact for First Call Medical Monitoring inquiries and support.

### ESSENTIAL FUNCTIONS

All employees are required to support SCEC's Mission, Vision, and Values. The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of SCEC.

#### 80% - Member Services

- Serves as the initial public contact for the Member Services Department.
- Responds to general phone calls, answers questions, and directs inquiries to appropriate staff.
- Communicates with members regarding load management programs (EV, water heater, etc.), explains program benefits, and sets up service orders.
- Obtains strong working knowledge of all Member Services program offerings and communicates them effectively.
- Processes member rebate requests and applications; ensures accuracy and provides follow-up communication to members.
- Coordinates and distributes load management contracts; informs members moving into homes with existing load management equipment.
- Works collaboratively with the Energy Management Technician and Billing Supervisor on high-bill inquiries, determining root causes and offering actionable solutions.
- Serves as the first point of contact for member solar inquiries; assists with application workflow alongside Member Services Manager and Meter Technician.

- Coordinates Home Energy Assessment appointments; works with the contracted assessor to schedule and communicate with members.
- Provides backup coverage for front desk reception and Operations Coordinator duties as needed.

### 10% - Medical Monitoring

- Serves as primary contact for First Call Medical Monitoring customers.
- Schedules equipment pickup or shipping; assists with setup and trains customers on equipment use.
- Provides technical support both onsite and remotely; resolves basic troubleshooting issues.
- Conducts routine maintenance checks and manages the inventory of medical monitoring equipment.
- Maintains accurate records of customer interactions and equipment servicing.

### 10% - Member Events & Education

- Assists with planning and supporting member-focused events, educational opportunities, and outreach initiatives.
- Represents the cooperative at events as needed, ensuring program information is communicated clearly and professionally

The preceding statements are intended to describe the general nature and level of work performed by the person assigned to this classification. The **Energy Services Representative** shall be required to perform other duties and responsibilities as required by the direct supervisor to meet the needs of the company.

## EXTERNAL RELATIONSHIPS

Employees in this position will be expected to engage in the following external relationships.

- A. Has daily contact with members, employees and management.
- B. Has monthly contact with external business leaders.
- C. Has quarterly contact with community partners.

## QUALIFICATIONS

- Education Required:**
- Minimum High School diploma or GED. Postsecondary coursework or a one-year technical certificate in business, customer service, or energy programs.
- Experience Required:**
- One to three years of work experience in a similar customer service related position.

### **Knowledge, Skills, and Abilities:**

- Strong customer service and interpersonal communication skills.
- Effective listening, inquiry, and problem-solving abilities.
- Ability to clearly explain technical programs and concepts in member-friendly terms (load management, energy efficiency, solar, medical monitoring).
- Ability to manage high call volume, multitask, and prioritize work effectively.
- Troubleshooting skills for medical monitoring equipment and load management devices.
- Strong organizational skills and accurate data entry abilities.
- Ability to maintain records, track inventory, and coordinate complex scheduling tasks.
- Ability to collaborate with internal teams and work independently with minimal supervision.
- Ability to interpret written materials, manuals, diagrams, and safety instructions.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook) and standard office equipment.
- Ability to learn new programs, technologies, and processes quickly.

### **Responsibility and Decision Making:**

- Operates within established guidelines; exercises judgment based on procedures.
- Supervisor reviews work regularly to ensure adherence to guidelines.

## **WORKING ENVIRONMENT**

Majority of time is spent in a climate-controlled office environment with minimal physical exertion. May work a small portion of time in the field in various locations when assisting with equipment or assessments.

## **PHYSICAL DEMANDS**

This position requires sitting, talking, hearing, seeing, standing, and walking. The ability to lift up to 25 pounds is occasionally required.

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. Once an offer of employment has been accepted, a physical is required which includes drug testing.**

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. SCEC reserves the right to revise the



## Position Description

functions and duties of the job when necessary. I also understand that this job description does not constitute a contract or alter my status as an at-will-employee.

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Employee's Printed Name	Employee's Signature	Employee's Title	Date
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Supervisor's Printed Name	Supervisor's Signature	Supervisor's Title	Date
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