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|------------------------|------------------------------|---------------------------|----------------------------------------|
| Job Title:             | Member Services Investigator | Posting Type:             | External                               |
| Department/Group:      | Member Services              | Grade/Classification Pay: | 105/Non Exempt Range \$35.75 - \$47.37 |
| Supervisory (Y/N):     | N                            | Location:                 | Blue Ridge                             |
| <b>Job Description</b> |                              |                           |                                        |

### **POSITION SUMMARY**

The Member Services Investigator plans, organizes, and conducts the field investigation of disconnected accounts. He/she has the knowledge and ability to support many aspects of metered electric services including installing/exchanging meters, installing equipment at the meter base, and is responsible for managing the collection of debt before and after service disconnection. The Investigator promotes good will between members and employees of the Cooperative, maintaining good working relationships with Law Enforcement, Magistrates, Commonwealth Attorneys, etc. throughout the Cooperative's service territory.

### **KEY DUTIES AND RESPONSIBILITIES**

- Investigates cases of membership fraud.
- Investigates all illegal reconnects and current diversion cases found across the Cooperative service territory.
- Investigates vandalism and theft of Cooperative property.
- Conducts onsite visits and works with members of REC's Serious Medical Condition Certification (SMCC) program on mutually acceptable payment arrangements.
- Investigates inactive accounts with outstanding debt as needed.
- Performs meter disconnections and reconnections.
- Disconnects electric meters for non-payment using good judgement.
- Installs and exchanges all types of self-contained electric meters, including bolt-on meters.
- Performs system inspections to assess safety and accuracy of meters, visually inspecting all electric facilities and reporting hazardous situations.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Serves as a back-up to the Debt Recovery Supervisor, making court appearances on behalf of the Debt Recovery Department.
- Represents the Cooperative at community events and civic organizations as needed.
- Maintains knowledge of energy efficiency, certain household appliances and REC products and services for the purpose of educating members.
- Performs other duties as assigned.

### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

The successful candidate must demonstrate strong interpersonal, technological, decision-making, and organizational skills. The ability to maintain confidentiality while performing job duties is essential, along with considerable skill in effectively interacting with a diverse range of individuals in varying and sometimes challenging situations. Professionalism must be consistently exercised in both written and verbal communications with members, regardless of the nature of the issue or the member's demeanor.



The position requires a working knowledge of REC's customer information system, outage management system, mapping system, and metering system. Candidates must also possess basic computer proficiency, including a working knowledge of Microsoft Office applications such as Outlook, Excel, Word, Teams, and PowerPoint, as required to perform assigned responsibilities.

Strong critical thinking and problem-solving abilities are necessary to effectively address issues and provide solutions for both staff and members. In addition, candidates must be highly organized, capable of multitasking, prioritizing workloads, and maintaining close attention to detail. The ability to work independently with minimal supervision is also required.

A high school diploma or GED is required for this position. Some business-level or college coursework is desired, and at least one year of college-level training in criminal justice is preferred. Candidates should have a minimum of three years of general office experience, with preference given to individuals who have at least one year of experience performing debt recovery functions within a customer service environment. Prior utility industry experience is also preferred. Relevant coursework or technical training in areas such as electricity, HVAC, or similar fields may be considered in lieu of certain experience requirements.

This position is primarily performed under normal office working conditions; however, weekend, holiday, and after-hours work may be required during storm restoration efforts, and overtime may be necessary to support operational needs. The successful candidate must be available for storm restoration callback assignments as needed and be prepared to respond to time-sensitive situations. Overnight travel may be required periodically, and the position may require travel to other office locations, as well as attendance at seminars, conferences, meetings, and training sessions to support professional development and organizational objectives.

## **HOW TO APPLY**

**Internal Applicants:** Interested parties should submit an internal application via the HR HUB OR resume via [rechr@myrec.coop](mailto:rechr@myrec.coop).

**Applicants:** Use our <https://www.myrec.coop/careers> to apply for the opportunity. Please indicate the Job Posting ID #38BR08032026

**Deadline: Monday, August 17 @ 5:00PM EDT**

\*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of personnel so classified