

<b>Job Posting #:</b>	42BG08272025	<b>Posting Type:</b>	External
<b>Job Title:</b>	Member Service Field Representative	<b>Grade/Classification:</b>	T & C – Non-Exempt
<b>Department:</b>	Member Services	<b>Location:</b>	Bowling Green, VA

### Job Description

#### Overview

The Member Service Field Representative (MSFR) has the knowledge and ability to support metered electric services and outdoor lighting. This includes installing and exchanging meters, connecting and disconnecting meters and outdoor lights, managing collections for past due accounts, performing meter tests, system inspections, and net metering interconnection inspections, and installing equipment at the meter base. Additionally, this role supports other areas such as installing/maintaining demand response devices, performing minor water heater repairs, providing outage restoration support, and representing the Cooperative at community events.

#### Role and Responsibilities

- Performs meter disconnections and reconnections
- Disconnects electric meters for non-payment using good judgment
- Installs and exchanges all types of self-contained electric meters, including bolt-on meters
- Supports REC's demand response programs by installing and troubleshooting water heater and A/C load management devices. Tests and replaces electric components of electric water heaters
- Investigates non-communicating meters and those with high/low usage (check-reads)
- Responds to ION/fault detection outages
- Installs and troubleshoots Generator Transfer Switch (GTS) collars at the meter base
- Performs net metering interconnection inspections
- Performs system inspections to assess the safety and accuracy of meters, visually inspecting all electric facilities and reporting hazardous situations to the Operations and Construction Department
- Reads electric meters and input readings within AppSuite
- Turns LED outdoor lighting on or off using software. Removes bulbs from sodium vapor and mercury vapor lights as needed
- Perform other duties as assigned

#### Required Skills and Core Competencies

- **Interpersonal:** Must be able to maintain confidentiality in the performance of duties and responsibilities of the job. Must have considerable skill in effectively dealing with a variety of people under different and sometimes difficult circumstances. Must exercise professionalism in all written and/or verbal communications with members regardless of issue or demeanor
- **Technological:** Must be able to work with a variety of hand tools, power tools, and other equipment. Must possess basic computer skills to include a working knowledge of Microsoft Office products such as Outlook, Excel, Word, Teams, and PowerPoint as required by job responsibilities. Must be able to utilize specialized software for utility operations such as mapping and customer information systems
- **Decision-making:** Must be able to think critically to solve problems for staff as well as the membership
- **Organizational:** Must be able to multitask and prioritize workload and pay attention to detail.

#### Qualifications and Education Requirements

Must be able to complete the Member Service Field Representative 8-Step, 4-year program. High School diploma or GED (General Equivalency Diploma) required. Prior utility experience preferred. Coursework in electricity, HVAC, or other technical training may be substituted for experience.

Must be able to perform general office skills including, data entry, typing correspondence and forms, and strong verbal communications and telephone skills both internally and when dealing with the public. Must be able and willing to develop a working knowledge of Cooperatives Integrated Systems to include and not limited to the following, Work Management Information System, Geographic Information System, IVUE, Apparatus Inventory System, ABS, and Trouble Call Analysis. Must have ability to analyze and reconcile material discrepancies to ensure accurate completion of IVUE orders. Must have

the ability to communicate with and develop good working relationships with fellow employees and members. Must possess the ability to organize, plan, schedule and coordinate with little or no supervision.

Must have a valid Virginia Driver's License. CDL helpful but not required. Must be available to work evenings and weekends on a rotating basis, including holidays, as needed. Availability of working all hours during emergency conditions is required. Daily schedule of work may be varied. Must be willing to work in all weather conditions. Working conditions include exposure to traffic, dust, insulation, and dogs. Agrees to adhere to and abide by the Cooperative's safety rules, safety policies, and safety procedures, including red flag rules.

## **HOW TO APPLY**

**Internal Applicants:** Interested parties should submit an internal application via the HR HUB

**Applicants:** Use our <https://www.myrec.coop/careers> to apply for the opportunity. Please indicate the Job Posting ID **#42BG08272025**

**Deadline:** Tuesday, September 2<sup>nd</sup> @ 5:00 PM EST

\*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.