

**POSITION DESCRIPTION – MEMBER SERVICE ADVISOR**

- I. Job Title: Member Service Advisor
- II. Job Code: 21-2121
- III. Job Summary: Serves in both an advisory and public relations capacity to all member consumers, potential consumers, community groups, and the public in general. Also serves as advisor and consultant to the General Manager/CEO and all department heads in matters of national, state, or local wiring standards, conservation practices, electrical usage and consumer relations.
- IV. Position in Organization:
  - A. Reports to General Manager/CEO.
  - B. No direct supervisory responsibility.
- V. Job Requirements:
  - A. Education: A degree in a related field is preferred.
  - B. Experience: Commensurate with the technical expertise necessary to effectively administer the duties of the position.
  - C. Abilities and Skills:
    1. Must have a thorough working knowledge of and remain currently informed concerning materials, assemblies, equipment, apparatus, etc. which may be used in or pertain to consumers' wiring. Must have a thorough knowledge of all national, state, and local wiring standards or codes, RUS Specifications, National Electric Code, etc. so as to not only understand, issue and/or execute either written or oral instructions pertaining to such matters, but to also be fully qualified to properly train Cooperative employees, and to advise and assist consumers and the general public in such matters.
    2. Must have a thorough knowledge of and remain currently informed concerning all applicable safety rules, regulations and practices, so as to not only understand, issue and/or execute either written or oral instructions pertaining to such matters, but to also be fully qualified to properly train Cooperative employees and to advise and assist consumers and the general public in such matters.
    3. Must have a thorough knowledge of and remain currently informed concerning energy usage and conservation measures in order to be able to both advise the Cooperative and assist consumers in energy usage and conservation practices.
    4. Must have a pleasant personality and be able to deal comfortably with consumers. Must be able to comfortably address consumer groups, service clubs, youth organizations, etc. concerning the application and conservation of electricity.

5. Must possess a high degree of communication skill, both written and oral. Must have enough knowledge of printing and advertising to be able to write advertising copy and lay out a monthly newsletter.
6. Must have, or acquire a thorough knowledge of, all applicable policies, procedures, rate schedules, rules and regulations, etc.
7. Must be able to drive automotive equipment and have a current Class E driver's license. Must have a thorough knowledge of all applicable traffic laws and rules governing safe driving practices.
8. Must possess or acquire an understanding of the rules and regulations of the FCC governing the use and operation of a two-way radio.
9. Must at all times present a clean and well-groomed personal appearance consistent with the type of work being done.
10. This job position requires the Employee to perform certain safety-sensitive functions. The Employee shall not perform such safety-sensitive functions while using or being under the influence of any substance that will adversely affect his/her ability to safely operate a commercial motor vehicle or other equipment, including, but not limited to, controlled substances listed within Schedule 1 of the Federal Controlled Substances Act.

VI. Job Responsibilities and Duties:

- A. Responsible for assisting and advising members concerning energy usage and conservation practices. The following are representative, but not all-inclusive of such duties:
  1. Interpret and advise consumers on latest Electric Code requirements.
  2. Make recommendations for electrical wiring for homes and other structures.
  3. Advises consumers on aerial and underground electric service feeders.
  4. Troubleshooting on consumer's premises (check electric loads, voltages, etc.)
  5. Develops heat loss calculations for house heating.
  6. Develops heat gain calculations for air conditioning.
  7. Advises and makes recommendations on the installations of electric heating and air conditioning systems.
  8. Conducts home energy audits and recommends ways for homeowner to conserve energy and reduce costs for heating, cooling, water heating, etc.



- B. Responsible for planning and, upon approval by the General Manager/CEO, promoting and executing programs of either kw demand reduction, or kwhr sales designed to improve the load factor of the Cooperative. Such programs may include, but are not restricted to:
- Reduced wattage water heater element replacement.
  - Heat pump water heaters.
  - Heat pump home heating systems.
- C. Responsible for production and content of Rural Missouri newsletter.
- D. Responsible, in coordination with the General Manager/CEO, for the preparation and conducting of the Annual Meeting.
- E. Responsible for planning and coordinating all advertising.
- F. Responsible for planning and conducting informational meetings and programs for various organizations such as 4-H, FFA, Young Farmers, civic and community groups, etc.
- G. Responsible for actively participating in such local, state, or national organizations and committees as management feels may best serve the Cooperative members. Such organizations and committees may include:
- Missouri Electric Cooperative Member Services Committee.
  - Missouri Electric Cooperative Advertising Committee.
  - International Association of Electrical Inspectors.
  - National Electrical Code Advisory Committee.
  - Missouri Food and Energy Council.
- H. Responsible for planning, estimating the cost of, and recommending to the General Manager/CEO, programs which will improve the economic operations of the Cooperative and ultimately benefit the member consumers.
- I. Responsible, insofar as his department is concerned, for assisting the General Manager/CEO in compiling annual operating budgets, and for making sound recommendations which respect to the budgetary needs of his department.
- J. Responsible for organization of right-of-way clearing activities. This includes organizing and resolving issues that arise from members and staying in close contact with our contracted and in-house right-of-way personnel.
- K. Responsible for contact with members and the community for proper handling of assignments and conducting oneself in such a manner as will reflect credit on the management of the Cooperative and contribute to a better understanding by the members and public in general.
- L. Responsible for cooperating to every reasonable extent with the heads of other departments so that a high degree of coordination may be achieved on all matters where the work of his department is interrelated to that of another.

- M. Responsible for keeping the General Manager/CEO currently informed, either orally or through written reports, with respect to happenings, developments, progress, etc. in connection with all regular and special assignments.
- N. Responsible for performing such other duties of a comparable nature as may, from time to time, be assigned by the General Manager/CEO.

Revised 2/2011  
Revised 6/2018  
Revised 10/2021