

## **Service Department Representative**

### **What we do**

Appalachian Electric Cooperative (AEC) provides electric service to close to 47,000 meters in rural East Tennessee—including homes, farms, businesses, and industries. We own and maintain an electric distribution system that covers around 600 square miles in parts of Grainger, Hamblen, Hawkins, Jefferson, and Sevier counties.

### **Who we are**

As an electric cooperative, we are owned by the members we serve. Our goal is to improve the lives of our members by providing them with reliable electric service in a safe, courteous, and timely manner at the lowest possible price.

We currently have an opportunity for a Service Department Representative in our New Market, Tennessee office. The Service Department Representative assists members establishing or modifying electric service by obtaining, processing and communicating data to perform service connects, disconnects, reconnects and moves.

AEC offers a competitive salary and benefits plan including medical, dental, vision, paid time off, short and long term disability, paid parental leave, 401k and a company funded pension plan. Benefits eligibility is 1<sup>st</sup> of the month following 30 days of employment.

### **Job Qualifications**

- Minimum 2 years experience in a customer service role
- Prior experience in a utility environment desirable
- Proficiency using Microsoft Office (Word, Excel, Outlook, etc.)
- Strong verbal and written communication skills
- Exceptional customer interaction skills and professionalism

### **Essential Job Functions**

- Answers incoming calls in a prompt, courteous, and efficient manner to ensure that work is processed properly and timely
- Receives member orders in person and by phone for installation, connections, discontinuance, or change in service
- Coordinates with the Engineering and Operations Departments to provide status updates, assistance or additional information as needed regarding service orders
- Issues Tennessee State wiring permits.
- Processes applications, contracts and correspondence to members via mail, email and/or fax
- Interact with members, coworkers and contractors in a courteous professional manner at all times
- May require occasional overtime and may require reporting to work after hours to assist with emergency or outage conditions
- Bilingual/Spanish a plus

**Resumes can be submitted to [jobs@aecoop.org](mailto:jobs@aecoop.org)**

Appalachian Electric Cooperative is an Equal Opportunity Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, or veteran status.