

# Member Service Representative - Fiber



Posted: December 15, 2025 | Deadline: **January 7, 2026, 5:00 PM (CST)**

Job Type: Full-Time | FLSA Type: Non-Exempt/Hourly

## Position Summary

Taylor Electric is seeking a *Member Service Representative (Fiber)* to provide exceptional customer service and support to Cooperative members. The primary function of a *Member Service Representative (Fiber)* is to serve as the first point of contact for inquiries relating to the Cooperative's fiber high-speed internet service and deliver exceptional technical support to the membership. This position requires keen problem-solving skills and the ability to handle tense situations. A *Member Service Representative* must have a basic knowledge of phone and computer systems, be proficient in customer service techniques and have a basic understanding of Wi-Fi technology.

Quality member service is a top priority of this position.

## Work Hours/Conditions

- Work hours are Tuesday – Friday, 7:30 a.m. – 5:30 p.m.
- May be required to work on short notice or on holidays and weekends during billing periods or other high-volume circumstances.

## Education/Experience

- High school diploma or equivalent is required.
- Associate or bachelor's degree in technology related fields is preferred.
- Customer Service experience preferred.
- Basic understanding of Wi-Fi Technology.

## Certification/Requirements

- Must possess a current driver's license and have and maintain an insurable driving record.
- Must be able to become certified in CPR and First Aid (training provided).

**Please see full job description below for further details.**

## Why You'll Love Working at Taylor Electric

- Competitive salary and comprehensive health benefits (medical, dental, vision).
- Traditional Retirement and 401(k) plans with employer contributions.
- Help deliver reliable power to members in your community.

## How to Apply

- An employment application is required to apply for this position.
- Click [here](#) to access the employment application or visit the career page at [www.taylorelectric.com/career-opportunities](http://www.taylorelectric.com/career-opportunities).

**To apply for this job please complete a job application and return to:**

Contact: Allison Griffin, HR Manager

Email Address: [HR\\_Personnel@taylorelectric.coop](mailto:HR_Personnel@taylorelectric.coop)

Website: [www.taylorelectric.com](http://www.taylorelectric.com)

Phone: 325-793-8539

# JOB DESCRIPTION

## Taylor Electric Cooperative, Inc.

**Job Title:** Member Service Representative – Fiber (Level 1)

**FLSA Status:** Non-exempt

**Job Codes:** TEC: | NRECA: 33-4512

**Department:** Member Services

**Date Revised:** December 2025

### 1. Objective

- a. **Deliver Front-line Member Fiber Support** - Serve as the first point of contact for members and the public by assisting with fiber high-speed internet inquiries and delivering exceptional technical support to the membership.
- b. **Member Services Excellence** - Provide courteous, professional, and solution-focused customer service to Cooperative members and the public, ensuring positive interactions and a high standard of service.

### 2. Essential Job Functions

- a. Fiber Support
  - a. Provides front-line, first level, technical assistance to fiber end users through exceptional customer service.
  - b. Resolves technical problems in a fast-paced environment for Cooperative members.
  - c. Troubleshoots and issues resolution assistance with Client services and/or device specific issues including internet connectivity and performance.
  - d. Supports member needs related to fiber high-speed internet services and/or devices including troubleshooting, triage and additional resolution techniques.
  - e. Delivers support for fiber high-speed internet services and connectivity related issues pertaining to operating systems, PC or browser configurations.
  - f. Demonstrates advanced product knowledge and the ability to solve member issues.
  - g. Resolves member issues on the first call as frequently as possible while maintaining patience and a positive attitude.
  - h. Provides basic technical support and consulting in areas such as wi-fi and routers.
- b. General
  - a. Functions as a core Member Service Representative and contributes to managing overflow and peak-demand activities to support seamless member service.
    - i. Provides courteous, prompt, and impartial service on all in-coming, out-going calls from general public and internal lines.
    - ii. Receives and prepares receipts from member-consumers over the counter.
    - iii. Scans and posts cash payments, checks or credit card payments for deposit.
    - iv. Makes payment arrangements with member-consumers.
    - v. Receives mail, packages and drop box payments.
    - vi. Processes daily correspondence from members.

### 3. Reports to

- a. Member Services Manager

### 4. Supervises

- a. This is not a supervisory position.

## 5. Job Specifications

- a. Mathematical Skills – Must have the ability to calculate figures and amounts such as discounts, interest, proportions and percentages.
- b. Reasoning Ability – Must have the ability to analyze and solve problems, as well as, prioritize tasks and assignments. Must be able to interpret retail rate structure, billing and collection procedures in order to resolve member inquiries or complaints.
- c. Language Skills – Must have the ability to read, write, analyze, and resolve issues in the English language. The ability to effectively present information and respond to questions in a professional manner is required. Must be able to read and interpret the Cooperative Tariffs. Must be able to communicate technical information in ways that are easy to understand.
- d. Computer Skills – Must be able to learn accounting software, billing, imaging, cash register, and service order system. Must have knowledge and skill with Microsoft Suite. Must be able to become skilled in data entry and other related computer activities.
- e. Industry Knowledge – Must be at a basic level with all IT functions.
- f. Other Skills – Must have a basic knowledge of general office procedures, record keeping, office equipment, and human relations. Must be able to behave in a courteous and professional manner. Must be able to retain confidentiality of member information.
- c. Personal Characteristics – Provide exceptional customer service in person, remotely, via phone and email as appropriate. Must possess high emotional intelligence in interpersonal communication and high stress situations. Must be able to complete work assignments independently and with a group as directed. Work requires independent and original thinking. Personal characteristics to include: a team player, high integrity, and able to work well with diverse groups of people.
- g. Physical Characteristics – Must be able to sit for extended periods of time. This job requires repetitive movement of arms, fingers and hands for typing as well as reaching and grasping. The employee may need to lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.
- h. Work Conditions – Majority of work takes place in a well-lit, climate-controlled office setting. Occasionally may be subject to outside environmental conditions with extreme temperatures. Work schedule is Tuesday – Friday, 7:30 a.m. – 5:30 p.m.; however, overtime may be required in times of high work volume and during monthly billing cycles. May be required to work in multiple office locations.

## 6. Education and Experience

- a. High school diploma or equivalent is required.
- b. Associate or bachelor's degree in technology related field is preferred.
- c. Customer Service experience preferred.
- d. Basic understanding of Wi-Fi technology.

## 7. Licenses and Certificates

- a. Must possess a current driver's license and have and maintain an insurable driving record.
- b. Must be able to become certified in CPR and First Aid (training provided).

## 8. Remarks

- a. The foregoing position description is not all-inclusive of the duties to which the employee may be assigned. In order to ensure maximum flexibility and efficiency and to encourage cross training, employees will be assigned additional duties as are deemed necessary by IT management.
- b. This position is not eligible for telecommuting.

# EMPLOYMENT APPLICATION

Taylor Electric Cooperative, Inc.



APPLICANT INFORMATION									
Last Name		First		M.I.		Date Applied			
Street Address									
City				State	ZIP				
Phone				E-mail Address					
Date Available					Position Applied for*				
Are you authorized to work in the United States?		YES	NO	*You <b>MUST</b> list a specific position, or your application will not be processed.					
Have you ever worked for this company?		YES	NO	If 'yes', when?					
Have you ever been convicted of a felony?		YES	NO	If 'yes', explain					
Do you have a Commercial Driver's License?		YES	NO	If 'yes', what class?		Restrictions?			
EMPLOYMENT & EXPERIENCE									
Company		Phone		Location					
Job Title		Start Date		End Date					
Responsibilities									
Reason for Leaving									
May we contact your previous employer?		YES	NO						
Company		Phone		Location					
Job Title		Start Date		End Date					
Responsibilities									
Reason for Leaving									
May we contact your previous employer?		YES	NO						
Company		Phone		Location					
Job Title		Start Date		End Date					
Responsibilities									
Reason for Leaving									
May we contact your previous employer?		YES	NO						
Company		Phone		Location					
Job Title		Start Date		End Date					
Responsibilities									
Reason for Leaving									
May we contact your previous employer?		YES	NO						

EDUCATION					
High School					Location
Did you graduate?	YES	NO			
College					Location
Did you graduate?	YES	NO	Degree		
Other					Location
Did you graduate?	YES	NO	Degree		
MILITARY SERVICE					
Branch				Rank at Discharge	
Have you been discharged or still active?					
REFERENCES					
<i>Please list three <b>professional</b> references.</i>					
Full Name				Relationship	
Company				Phone	
Address					
Full Name				Relationship	
Company				Phone	
Address					
Full Name				Relationship	
Company				Phone	
Address					
DISCLAIMER AND SIGNATURE					
<p>I acknowledge that all the information I have provided in this application is true and complete to the best of my knowledge. I authorize Taylor Electric Cooperative, Inc. (TECI) to make inquiries to any of the persons, business entities, and schools identified in the application I also understand that if I am hired and any falsification of information in this application is discovered, I may be subject to immediate disciplinary action, up to and including termination. I further understand that if I am employed by TECI I will be required to abide by all of its policies, rules, and regulations.</p> <p>I further acknowledge and agree that, if employed by TECI, my employment will be held in accordance with Texas state employment law thus not guaranteed for any specific period of time and the employment relationship with TECI will be at-will; meaning that the relationship can be terminated by myself or TECI with or without cause and with or without notice. I further understand that the employment relationship between myself and TECI can only be modified by a written agreement signed by both myself and the authorized representatives of TECI.</p> <p>I acknowledge that TECI does not unlawfully discriminate in employment practices and that no question on this application is used for the purpose of limiting or eliminating any applicant from consideration for employment on any basis prohibited by applicable local, state, or federal law.</p> <p>I understand and agree that any employment offer I may receive from TECI is contingent upon my successful completion of the company's total pre-employment screening process, including <b>satisfactory reference checks, background check, and drug and alcohol screening,</b></p> <p>I understand that if I am hired, I will be required to provide proof of identity and legal authorization to work in the United States and that federal immigration laws require me to complete an I-9 Form.</p> <p>I also understand that this application remains current for <b>only 30 days</b>. At the conclusion, of that time, if I have not heard from TECI and still wish to be considered for employment, it will be necessary for me to reapply and complete a new application.</p>					
Signature					Date

**PLEASE RETURN YOUR COMPLETED APPLICATION TO HR\_PERSONNEL@TAYLORELECTRIC.COOP OR DELIVER/MAIL TO EITHER OFFICE**