

## Consumer Services Specialist

**Location:** Indiana, PA

**Job Type:** Full Time

### Role Overview

At REA Energy, we are dedicated to delivering exceptional service and support to our members. We're looking for a **Consumer Services Specialist** to join our team! In this role, you'll be the primary point of contact for our members, ensuring their needs are met with professionalism and care. Your role will play a key part in fostering satisfaction and promoting the benefits of being a member.

### What You'll Do

- **Assist Members:** Respond to member inquiries via phone, email, or in person, providing timely and accurate information.
- **Promote Benefits:** Educate members on our programs, services, and products to enhance their experience.
- **Problem-Solve:** Resolve member issues with care, escalating when necessary for quick resolutions.
- **Record-Keeping:** Maintain detailed and accurate records of member interactions in our billing system.
- **Collaborate:** Work with other teams to ensure smooth communication and service delivery.

### What We're Looking For

- **Customer-Focused:** You love helping people and creating positive experiences.
- **Strong Communicator:** Excellent verbal and written communication skills.
- **Detail-Oriented:** You're organized and can manage multiple tasks with ease.
- **Tech-Savvy:** Comfortable with MS Office.
- **Experienced:** 2-5 Years' previous experience in customer service, retail, or a similar role is essential. Associate's degree in a business-related field is a plus.

### Why Join Us?

- **Consistent Schedule:** Monday- Friday 7:00am-3:30pm
- **Growth Opportunities:** Training and professional development programs.
- **Competitive Compensation:** Yearly review and pay increase opportunities.
- **Great Benefits:** Health insurance, retirement plans, paid time off,
- **Ready to Apply?**

We'd love to hear from you! Submit your resume and a cover letter highlighting your experience to [hinfo@reaenergy.com](mailto:hinfo@reaenergy.com).