Position Title: Member Solutions Specialist

Department / Section: Hosted Solutions (407)

Reports to: Manager, Member Solutions

Summary:

Under broad supervision, this position implements, trains and assists member utility systems in HiperWeb Inventory Management and Purchasing, Computerized Maintenance Management System, Work Order Management System, and other utility software applications to improve customer service, reduce costs and improve efficiencies.

Key Responsibilities/Accountabilities:

1. Solves problems and answers questions pertaining to all utility software programs.
2. Trains and provides support to members on the use of the all Hosted Solutions applications along with software enhancements.
3. Provides responsive and timely assistance to user calls for assistance. Resolves calls by phone and/or by on-site visits if necessary.
4. Interacts with software developer to resolve software problems. Contributes to the development of the applications through member feedback and best practices.
5. Designs specialized reports for completed issues, changes, configurations, etc.
6. Provides the end-users with technical and administrative support in planning, design, and installation of computer software. Ensures all database programs meet company and performance standards.
7. Prepares training materials that include presentations, manuals, worksheets, etc.
8. Proactively troubleshoots and discovers opportunities to enhance the functionality of software.
9. Monitors the members use of the software in order to detect abnormal usage patterns and to protect the integrity of the data entered.
10. The ability to travel and attend company and industry conferences and workshops as needed.

11. Provides support in other areas of the department as needed.

Qualifications:

An ideal candidate should have an associate's degree in computer science, database management, business or a related field from an accredited college or university. 1-2 years of utility work experience is preferred but not required. A combination of education and related work experience can be utilized in lieu of a degree.

An ideal candidate should have strong computer skills that include Microsoft Excel, PowerPoint and Word. The candidate must have excellent administrative, analytical, communication, interpersonal, and written skills. The individual should be customer focused, demonstrate high levels of integrity and initiative. The candidate should be able to motivate others and have a patient and friendly approach to teaching.

Proficient written and oral communication skills are required. Must maintain a good working relationship with clients and their customers, fellow employees, consultants, vendors and others with whom interaction occurs. Requires overnight and daily travel as necessary. Travel ranges from 20-30%.

Number of Reports: N/A

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required.

To Apply:
Please email, fax or mail resume to the following:

Electric Cities of Georgia, Inc.
Attn: Member Solutions Specialist
Sheri Braddick
1470 Riveredge Pkwy, NW
Atlanta, GA 30328
f. 678.202.3110
sbraddick@ecoga.org