

## Federated Rural Electric Management Corp.

Position Title: Member Relations Assistant	Department: Member Relations/Marketing
Reports To: Member Relations Manager	FLSA Status: Non-Exempt
Date Written: April 2026	Grade: 4

### **General Summary:**

Responsible for supporting the Member Relations staff in maintaining member accounts. Serve as a company representative.

### **Essential Job Functions:**

### **% of Time:**

- |   |     |
|---|-----|
| 1. Monitor the timeliness of insurance policy applications, including supplemental applications, and follow up with Account Executives to ensure proper lead times are maintained.  | 30% |
| 2. Coordinate with Account Executives in following up with members on outstanding supplemental applications   | 30% |
| 3. Review limits and deductibles on recently issued policies and advise Account Executive of any significant variances found for follow up with the member  | 25% |
| 4. Assist current members in the event an Account Executive needs assistance with time sensitive member follow up due to travel, vacations, etc. and provide a summary of follow up to the Account Executive.                                       | 5%  |
| 5. Fully understand AE processes in an effort to provide feedback to the Member Relations Manager and the Underwriting Manager with regard to areas identified as needing additional training or support as it pertains to the application process. | 5%  |
| 6. Attend Underwriting Department meetings to maintain a working knowledge of Underwriting processes and evolving issues.   | 5%  |
| 7. *Performs other duties as assigned by management   |     |

\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Direct Reports:**

None

**Knowledge, Skills, and Abilities:**

- Knowledge of commercial insurance.
- Knowledge of electric utility operations.
- Knowledge of company products, services, policies, and procedures.
- Knowledge of basic commercial insurance terminology, procedures and policies.
- Knowledge of general office practices.
- Knowledge of rating procedures and practices.
- Skill in basic math and oral and written communication.
- Skill in operating various computer equipment and programs such as printers and modems, servers and laptops.
- Skill in operating software such as Microsoft Word, Excel, MS Internet Explorer, and Windows operating system
- Skill in time management.
- Skill in identifying and resolving problems.
- Ability to communicate with coworkers, members and others in a professional manner.
- Ability to pay close attention to detail.
- Ability to follow oral and written instructions.
- Ability to maintain flexibility and responsiveness when faced with multiple work tasks, emergency situations, and other stressful situations.
- Ability to make sound decisions using information at hand.

**Education and Experience:**

Bachelor degree or equivalent in business or insurance-related field.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger and handle controls, talk and hear. The employee is frequently required to sit and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

**Working Conditions:**

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal working conditions with the absence of disagreeable conditions.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.