



# Member Solutions & Support Department

## Contact info:

877-272-2407 option 2 | membersupport@crc.coop  
**Monday -Friday, 8am-4pm CT**  
*with the exception of holidays*



**Laura Beavers**  
Member Solutions & Support  
Manager  
Dunlap Center  
23 years

### What does service excellence mean to you?

*An attitude of helpfulness and willingness to get a job done correctly with good communication and clear direction.*

### What do you enjoy most about your position?

*The interaction with our membership along with being able to help solve problems to make things work more smoothly between CRC and our membership.*



**Amy Bishop**  
Member Engagement  
Specialist  
Austin Center  
23 Years

### What does service excellence mean to you?

*Working together as a team to create not only the best service possible but also a service that exceeds expectations.*

### What do you enjoy most about your position?

*Working with the membership and being able to streamline processes together to make call handling easier and more efficient for the members and for CRC.*



**Amanda Wencil**  
Member Solutions &  
Support Coordinator  
Austin Center  
25 Years

### What territory do you oversee?

*West*

### What does service excellence mean to you?

*To provide the best service to external customers.*

### What do you enjoy most about your position?

*The variety of tasks that have to be completed. There is never a dull/slow moment in my day.*



**Brittany Hunter**  
Member Solutions &  
Support Coordinator  
Austin Center  
9 Years

### What territory do you oversee?

*South*

### What does service excellence mean to you?

*Providing the absolute best of what CRC has to offer our membership and external customers.*

**What do you enjoy most about your position?** *We are consistently driven to bridge the gap between our member employees and their consumers. I enjoy problem-solving and representing such an innovating company.*



**Keri Rasmussen**  
Member Solutions &  
Support Coordinator  
Austin Center  
15 Years

### What territory do you oversee?

*North*

### What does service excellence mean to you?

*Being able to serve our membership and provide assistance whenever they need it.*

### What do you enjoy most about your position?

*I really enjoy interacting with the different utilities we serve and make sure they are receiving exceptional service.*



**Lauren Stratton**  
Member Solutions &  
Support Coordinator  
Austin Center  
6 Years

### What territory do you oversee?

*South*

### What does service excellence mean to you?

*Providing open communication, reliability and resolution to our members in order to ensure they're getting the quality services they deserve.*

### What do you enjoy most about your position?

*I enjoy being a part of the solution for both our members and CRC. It's a great feeling to know that our daily work has a positive impact on our membership.*

## Quality Monitoring Coordinators



**Shayla Hastings**  
Austin Center  
**7 years**  
**Lead Quality Coordinator**



**Linda Benton**  
Austin Center  
**9 years**



**Mandy Cranmore**  
Dunlap Center  
**2 years**

### Position Responsibilities:

*Monitor the quality of calls handled by CRC customer service representatives to ensure our members are receiving the highest service possible based on certain criteria, expectations, and standards.*

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## CRC Regional Territories



### Help Desk Technicians

**Monitored:** M-F, 7am–7pm CT

**Phone:** 877-272-2407 Press '1' for Help Desk

**E-mail:** [helpdesk@crc.coop](mailto:helpdesk@crc.coop)

For urgent IT issues outside of Help Desk hours or issues that cannot wait until the next business weekday, the concern will be handled by an on-call IT staff member.

### Mailbox

**Monitored:** 24 hours a day, 365 days a year

**E-mail:** [mailbox@crc.coop](mailto:mailbox@crc.coop)

For on-call updates/changes, load control notices, planned outages, phone notification requests, office closings or transferring phones, database files, etc. In the case of urgency, please call your check-in number to ensure our staff has received your e-mail.