



Service Excellence Department

Contact info:

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



Laura Beavers
Service Excellence Manager
Dunlap Center
22 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
Service Excellence
Coordinator / Trainer
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
Service Excellence
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
Service Excellence
Coordinator
Austin Center
8 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
Service Excellence
Coordinator
Austin Center
14 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
Service Excellence
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.

Service Excellence Quality Coordinators



Shayla Hastings
Austin Center
6 years
Lead Quality Coordinator



Linda Benton
Austin Center
9 years



Mandy Cranmore
Dunlap Center
1 year

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.

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

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

For on-call updates/changes, load control notices, planned outages, phone notification requests, office closings or transferring phones, database files, etc. If you need to e-mail something outside of those hours please call your check-in number to let our staff know they should check the mailbox e-mail.