Job Description: Member Service Representative

### **Department:** Member Relations **FLSA Status:** Non-Exempt

### **Reports to:** Member Service Manager **Location:** And., Ent, Brantley & Samson

### **Supervises:**

**NRECA classification:** 21-3511 **Last Update:** December, 2018

***Summary:***

Addresses customer inquiries and complaints and complaints regarding products and services, escalating as necessary.

***Minimum Job Requirements:***

*Requirements are subject to possible modification to reasonably accommodate individuals with disabilities, with limitations depending on risk to the health/safety of the employee and/or others.*

* Must have high school education or its equivalent, and three to five years’ experience in cashiering/clerical work, preferably in the electrical utility field, or equivalent combination of training and work experience
* Effective written and verbal communication skills
* Must be able to establish priorities and work without close supervision
* Must be able to lift 25 pounds to standard tabletop height, as required

***Essential Duties/Responsibilities:***

This is not an exhaustive list of all duties, responsibilities, skills, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to alter these specifications as necessary as circumstances merit.

**Member Service/Service Orders**

* Interacts with consumers regarding service requests, changes, outages, interruptions, checks, repairs and other requests; initiates internal processes to fulfil these requests, coordinating with other departments as needed; explains and promotes products and services
* Interacts with consumers regarding billing inquiries/complaints, payment agreements, extensions, returned checks and delinquent accounts
* Follows established procedures in handling service cut-offs
* Follows established procedures in dealing with leased pole agreements and payments; sells permanent meter poles and deposits sale proceeds; completes sales requisitions as needed

**Cashiering**

* Receives payments at counter, window, and night deposit; posts to accounts; balances night deposits and cash drawer and makes daily deposits
* Manages and balances mail payments
* Receives and balances collections, verifies deposits and payment
* Sends daily accounts receivable report to bookkeeping
* Secures money on premises and makes deposits in a timely manner
* Collects and processes re-connects for disconnected accounts

**Reception/Telephone**

* Greets consumers and visitors and determines nature of business
* Operates phone system; answers incoming calls and transfers as needed
* Receives outage reports from consumers and enters information into outage management system
* Distributes meter bases, rate and usage charts, service wiring diagrams, etc. to consumers

**Billing Preparation**

* Corrects/adjusts readings when necessary
* Logs all payments to appropriate account

**General Office Services and Related Duties**

* Cross-references new accounts with old accounts and collects outstanding debts
* Manages mail and correspondence
* Complies with internal and external safety rules, including OSHA; attends and participates in job safety meetings and training programs; completes standard first aid, AED, and CPR courses
* Notifies supervisor of any accident that involves or may involve CEC

***Special Requirements:***

Must be willing to work overtime, holidays, and weekends in emergency situations. Must be willing to

participate in special training programs/classes as requested. Work environment—primarily inside a

temperature controlled office.

***Other Factors:***

* ***Knowledge:***High School Diploma and 5 years of experience, AA/Technical Degree and 1 years’ experience, or an appropriate combination of training, education and experience.
* ***Supervision:*** Position has no line responsibility.
* ***Responsibility:*** Decisions and duties are periodically reviewed and have a limited impact on Cooperative operations. The result of errors is usually substantial loss of materials and/or others' time.
* ***Complexity:*** Problems are difficult. Methods and procedures are defined. Judgment is required to apply them to the work. Work may be varied but tasks are directly related.
* ***Communications:*** Requires communication for the purpose of exchanging information which may be of a technical nature which requires interpretation as well as clarification. Communication may also be for the purpose of communicating plans and coordinating activities.