

Four County Electric Membership Corporation

Position Specifications

Member Services Representative

R 5/18

I. Education

High school diploma or G.E.D. required.

II. Experience

Two years work experience in a clerical field with public contact duties.

Payment collection and computer input skills desirable.

Spanish language preferred not required.

III. Mental and Physical Requirements

The mental and physical requirements of this position include, but are not limited to:

- A. Must have the ability to properly operate a telephone and two-way radio in executing the position's assigned responsibilities.
- B. Must possess the ability to clearly and concisely communicate in exchanging information with position's supervisor, employees, members, and the general public in the Cooperative service area.
- C. Must have the ability to read CRT screens in performing assigned operations.
- D. Must possess the ability to operate keyboards, typewriters, and other office equipment to perform data input, computer operations, manual typing, and related activities.
- E. Must be able to follow verbal and written instructions.
- F. Must have the aptitude to logically and objectively evaluate obstructions and impediments to plans and programs, make rational independent decisions, and develop reasonable solutions to problems.
- G. Must have the ability to effectively interact with other Cooperative personnel, Cooperative members, and the general public.
- H. Must have the ability to perform mathematical computations to account for collections, balance accounting records, make change, identify and adjust accounts that are improperly credited, and perform other related activities.

I. Must be able to attend work on a regular and predictable basis.

IV. Non-Discrimination

Four County Electric Membership Corporation will recruit, employ, and promote employees in all job classifications without regard to race, color, sex (including gender identity, sexual orientation and pregnancy), age (40 or older), religion, national origin, disability (including physical or mental impairment), genetic information, or veteran status.

V. Exempt Status

This position is not exempt from the overtime requirements of the Fair Labor Standards as amended.

Four County Electric Membership Corporation

Essential Functions

Member Services Representative

R 5/2018

1. Has direct contact with members and visitors and assists in handling all inquiries including answering telephone.
2. Operates a two-way radio.
3. Accepts payments, issues receipts and makes change.
4. Balances cash received and makes bank deposit.
5. Enters and retrieves data from the system mainframe computer.
6. Processes system consumer orders and takes appropriate action within scope of knowledge and authority.
7. Works in the Cooperative's Call Center or Dispatch Center as scheduled or needed. May require occasional evening hours if called upon to work in the Dispatch Center.
8. Supports the Cooperative's Strategic Plan Mission and Vision Statements.
9. Embraces and demonstrates the values identified in the Cooperative's Strategic Plan.

Four County Electric Membership Corporation

Position Description

Member Services Representative

R 5/2018

I. OBJECTIVES:

- A. To provide custody and protection of consumer ledgers; to account for all funds received.
- B. To demonstrate through efficient, courteous service to all members and visitors, a desire on the part of the Cooperative to assist them in their needs.
- C. To furnish service, advice, and information that will assure the members the best possible electric and related services.
- D. To promote among the members and general public an understanding and acceptance of the member ownership operation and control philosophy and principles.
- E. To encourage and help maintain a high standard of morale among employees by assisting in the creation and maintenance of team spirit, cooperation and enthusiasm throughout the Cooperative.

II. REPORTING RELATIONSHIPS:

- A. Reports: Office Supervisor or Consumer Accounting Supervisor
- B. Directs: None

III. RESPONSIBILITIES AND AUTHORITIES:

Within the limits of policies, budgets and legal requirements, assumes responsibilities and has commensurate authority, except as specified for the following activities:

- A. Planning
 - 1. Participates with supervisor in study, review and approval of consumer and collecting procedures established for the operation of the local office.
 - 2. Participates, when assigned by supervisor, in planning procedures for consumer billing, accounting, collecting and related activities.

B. Operations

Works in the Cooperative's Call Center or Dispatch Center as scheduled or needed. May require occasional evening hours if called upon to work in the Dispatch Center.

1. Performs Personally

- a. Sees that Member Services Representatives' section is opened in mornings and secured in afternoon and is maintained in an orderly and businesslike general public with the organization.
- b. Greets all members and visitors in the office, answering inquiries whenever possible or directing them to appropriate personnel.
- c. Answers telephone inquiries and routes calls to appropriate personnel.
- d. Receives member requests through the switchboard or in person. When practical, takes personal action or requests assistance from appropriate personnel to insure opportune action.
- e. Accepts payments from consumers for electrical services, issuing receipts and making change.
- f. Accountable for member collections money received and prepares bank deposit reports.
- g. Determines through established procedures the service status of applicants for electric service.
- h. Whenever feasible and necessary, advises members in energy-conserving methods and habits.
- i. Prepares member orders for services requested by members of Co-op personnel.
- j. Receives and makes up trouble reports and delivers to Servicemen for direction. In the absence of the supervisor, reports directly to either the Vice President of Member Services or the Operations Supervisor.
- k. Assembles daily and mails or forwards all local office reports to headquarters as required.
- l. Keeps thoroughly informed of all promotional efforts of the Cooperative and discusses with members all aspects and benefits of the program.

- m. Keeps supervisor informed of trends in repetitive complaints, questions, or requests for information.
- n. Maintains adequate stock of required office supplies and forms needed in the office.
- o. Sets up work orders for Operations Supervisor as assigned.
- p. Performs other activities and assumes responsibilities as may be assigned by supervisor.

IV. RELATIONSHIPS

A. Internal

1. Supervisor - To secure interpretation of policies, bulletins and procedures; to secure guidance in the performance of duties; to furnish prompt information concerning member requests and to secure needed approvals.
2. Staff and Other Personnel - To receive and channel all visitors and telephone calls to proper personnel.
3. Consumer Accounting Clerk - To cooperate with in setting up accounts receivable in billing systems; to provide with consumer ledgers at billing sequence; to advise and secure advice on any discrepancies that may come up in consumer bills; to secure information concerning meter reading and billing as needed to answer inquiries.
4. Serviceman - To cooperate with in making consumer orders received in field; to furnish information as needed in the performance of his duties.
5. Members - To render prompt and courteous service in handling requests or complaints, collecting accounts, furnishing information; to establish and maintain good relationships.
6. Operations Supervisor - To maintain punching and closing work orders on computer terminal if assigned.
7. Field Service Representatives - To cooperate with in providing information as needed concerning collections, disconnects and reconnects as needed in the performance of their duties.

B. External

General Public - To maintain good public relations attitude in all contacts with general public; and to furnish information on the principles of operation of the Cooperative.