

MEMBER SERVICE REPRESENTATIVE
WESTERN COOPERATIVE ELECTRIC

POSITION FUNCTION:

Member Service Representatives are tasked with building and maintaining positive member relations by providing outstanding service in a courteous, professional, efficient manner. Member Service Representatives respond to member inquiries relating to new accounts, processing service requests, utilizing a contract tracking program, assisting with billing questions, payment processing, updating, and maintaining member records.

Essential Functions:

Within the limits of approved board policies, operating guides, and procedures, assumes responsibility and has commensurate authority for the following activities:

- Serves as the initial point of contact for members or vendors contacting the Cooperative.
- Secures, researches, and assembles all pertinent data to process moves, disconnects, and reconnects and maintains member files on an ongoing basis to ensure that the member information is accurate, and the member is billed correctly.
- Processes payments and meter readings and kWh adjustments, sends revised bills, makes budget billing adjustments, and maintains bank draft information to member accounts to ensure that the member is billed correctly, and the cooperative's accounts receivable is correct.
- Reviews list of potential disconnects to determine the appropriate action within the scope of present policies and practices, so the cooperative is paid in a timely manner and to minimize the risk to the cooperative.
- Maintains a file and prepares billing for accounts that require special attention so that the members are billed correctly and in a timely manner.
- Monitors radios for outage and hot work safety protocols.
- Creates and returns service orders as requested by members and or employees.
- Ensures meter, transformer, and location information in CIS software is up to date.
- In addition to these responsibilities, may be assigned by the Office Manager or Member Services Manager to perform other duties from time to time.

EDUCATION:

High school diploma or equivalent required. Previous experience with Microsoft Office Products preferred.

EXPERIENCE:

Experience in a related area will be considered.

JOB KNOWLEDGE:

Must have a thorough working knowledge of general office practices, record keeping and computers. Knowledge of rural electrification and cooperative programs (rates, billing and collection policies and other policies affecting members) helpful.

ABILITIES AND SKILLS:

Should have considerable skill in effectively dealing with a variety of people under challenging circumstances. Should be able to communicate information over the phone. Must have the ability to express oneself orally and in writing and to work with people. Must be able to compose correspondence and use basic information and data in developing reports.

Required

- a) Ten Key Skills – Fine finger dexterity and the ability to use a ten-key calculator and a ten-key pad on a computer keyboard quickly and accurately.
- b) Typing Skills – Fine finger dexterity and the ability to type quickly and accurately to create correspondence and step-by-step instructions.
- c) Computer Skills – The ability to use a computer and its corresponding accessories This also includes the ability to learn new software as needed.
- d) Microsoft Office Suite – Proficiency in Word, Excel, Outlook, and Teams.
- e) Ability to scan documents into PDF form, and the ability to modify or create PDF documents.
- f) Communication – Communicating effectively in writing as appropriate for the needs of the audience. The ability to verbally convey information to others in a way they can understand. This includes the ability to tailor your communication style to a wide variety of individuals inside and outside of the Cooperative. The ability to listen and interpret what individuals are asking/telling you.
- g) Member Service – Knowledge of principles and processes for providing exceptional member service. Ability to resolve complex and sensitive member service problems while remaining calm and professional during member contacts that can be high stress and potentially verbally abusive.
- h) Confidentiality – The ability to maintain confidential Cooperative and member information.
- i) Research Skills – The ability to research complex and sensitive member service problems through research and investigation of work papers, and discussions with member to find solutions that best benefits the member within Cooperative guidelines.
- j) Self-Development – The ability to independently search out learning opportunities to expand and update Consumer Services knowledge.
- k) Decisiveness – The ability to evaluate a posed question or problem and make competent decisions within a reasonable amount of time.
- l) Organization – The ability to keep files, schedules and projects organized.
- m) Detail Oriented – The ability to pay attention to details.
- n) Time Management – Managing one's own time.
- o) Mathematics – Using mathematics to solve problems.
- p) Ability to pass pre-employment drug test. Also, have the ability to pass ongoing random drug and alcohol testing.
- q) Ability to pass a credit check.
- r) Ability to pass a background check.

WORKING CONDITIONS:

Inside position with the usual office conditions. Normally have regular hours of work with irregular volume of activity. Some overtime may be required.

PHYSICAL QUALIFICATIONS:

Sedentary work requiring exertion of up to 20 pounds of force occasionally and/or a negligible amount of force frequently. Light lifting of generally 10 pounds or less. Job requires sitting most of the time. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Primarily inside work at a desk. Must be able to use office equipment such as a copier, computer, and printer. Must be able to communicate to individuals and small groups. Must be able to read, write and do arithmetic. Requires analyzing data and reports, conducting research. Must be able to present information to others and work under stress.

ADDITIONAL DUTIES:

Additional duties and responsibilities may be assigned or added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

REPORTING RELATIONSHIPS:

Reports to:

Office Manager

Responsible for:

Non-Supervisory Position

FLSA Category:

Non-Exempt

Pay Status:

Hourly

Employee signature below constitutes the acknowledgment of receipt by employee and the understanding of the requirements, essential functions, and duties of the position.

Employee Signature

Date

Supervisor Signature

Date

Revision Date: 08/11/2021