

**Community Electric Cooperative
Windsor, VA**

Position Opening: Member Service Representative – Entry Level

Reports to: Manager of Member Services

Responsibilities, Requirements and Qualifications: See the attached job description

Compensation: \$16.09 per hour

To Apply: Please submit resume to Community Electric Cooperative, Human Resources, c/o Annette Dickey, P.O. Box 267, Windsor, Virginia 23487 or email to adickey@comelec.coop.

Position open until filled.

EOE



COMMUNITY ELECTRIC COOPERATIVE POSITION DESCRIPTION AND SPECIFICATIONS

POSITION TITLE: MEMBER SERVICES REPRESENTATIVE - ENTRY LEVEL

<u>Department:</u>	Member Services	<u>Reports to:</u>	Manager of Member Services
<u>Position Back-up:</u>			
<u>Supervises:</u>	None		
<u>Wage and Salary:</u>			
<u>Job Code/Cat:</u>	17E	<u>Date Revised:</u>	11/14/2017

Position Summary and Objectives

To provide effective and professional member/customer service on a day-to-day basis. To contribute efficient, accurate, and courteous service that will increase satisfaction and promote goodwill between the Cooperative and its members.

To gain knowledge of all areas concerned with member accounts, including: billing, service requests, account adjustments, payment arrangements, payments, capital credits, deposits, prepaid electric service, rates, letters of credit, memberships, and ancillary products and services offered by Community Electric Cooperative.

Responsibilities and Duties

Below is a list of typical duties of which the Member Services Representative will be accountable/responsible. This list is not intended to include all responsibilities of this position, but an outline of tasks indicative of the overall function of this job. Responsibilities including, but not limited to:

1. Assist and greet customers/members and the general public upon entering the facility
2. Develop and maintain positive member relations through courteous and efficient service to members; including, but not limited to:
 - Accurate accounting records and bills;
 - Collecting/posting payments correctly;
 - Address/member information updated as needed;
 - Providing accurate account adjustment information as needed;
 - Timely responses to member inquiries and complaints;
 - Updating and maintaining cashier reports, daily and monthly
3. Process new service request and initiating work orders for the provision of services for consumers/members and follow-up on all orders generated
4. Familiar with programs offered to the consumers/members and collecting needed information to enroll the consumers/members into such programs;

5. Cognizant of all processes, procedures and guidelines in the member/customer service area. Including, but not limited to:
 - Pledge agencies
 - Arrangements
 - Establishing new accounts
 - Disconnection of service
 - Deposits
 - Connection of service
 - Associated fees
6. Communicate effectively electricity use and ways to conserve;
7. Prepare assigned reports;
8. Provide assistance to other member/customer service personnel and help maintain good employee morale;
9. Complete annual personal and departmental goals;
10. Must be able to account for daily and monthly cash receipts and balance cash to records;
11. Participate and assist with the Cooperative's annual meeting;
12. Be acquainted with Community Electric Cooperative's service rules and regulations, rates and bylaws;
13. Must know how to utilize member/customer information and billing software and have the ability to explain/solve member bill issues that arise;
14. Report problems and conditions promptly, which warrant immediate resolution;
15. Adhere to schedules and deadlines for assigned work;
16. File, maintain records, and uphold confidentiality and security;
17. Understand and personally perform all duties in accordance with applicable safety and Cooperative policy manuals, as well as report to Supervisor hazardous conditions and needed maintenance in the office.
18. Performance of related duties as assigned or necessary.

Education, Certificates, Licenses, and/or Training:

A high school diploma or equivalent is required. A minimum of a two (2) year Associates' Degree in Business Administration or related field is preferred.

Experience

Should include direct contact with customers, either by telephone, email or in person. Previous cashier or customer service experience is helpful. Prior utility experience or a basic understanding of a utility, especially a cooperative, would also be helpful.

Knowledge, Skills and Abilities

1. Must be able to satisfactorily pass pre-employment and random drug/alcohol screens.
2. Knowledge of general office practices and procedures required. Ability to acquire an understanding of Community Electric Cooperative's policies and procedures within a reasonable length of time as they pertain to the position.
3. English is the business language of the Cooperative. Second languages are regarded as excellent and desirable skills. Must have good written and oral communication skills, good decision-making skills, good mathematical skills, and be able to handle multiple tasks at one time. Must have legible handwriting. Must have the ability to meet and deal tactfully and courteously with members, other employees, and the general public. Must have

considerable skills in effectively dealing with a variety of people under different and sometimes difficult circumstances. Must be proficient in the use of a computer, have experience with Microsoft Office, and have good general business acumen. Must be able to meet people easily, communicate effectively (both written and verbal) and work with others as part of a team in an office environment. Must be able to work with all cooperative employees in the best interest of the Cooperative.

4. Must be able to work a minimum of eight hours a day, five days a week, and be able to work after regular working hours, as needed. Must report to work at designated time and maintain regular acceptable attendance.

Attitude

Must support, be empathetic with, and interested in furthering organizational objectives. Must stay abreast of current issues facing the industry and their impact on the Cooperative, its members and the communities it serves. The understanding and willingness to work unpredictable hours, often under pressure, is necessary. Must be receptive to and accept changes deemed necessary and give appropriate consideration to suggestions from peers. Must always treat the members respectfully and in a professional manner that supports our focus on outstanding customer service.

Personal Characteristics

The highest degree of integrity, a pleasant disposition, possessing tact, and being a member of the team are absolutely essential. Must be able to handle a range of projects simultaneously and without distress that modifies behavior or leads to poor decisions. Must be able to think clearly before speaking and remain courteous in high stress or conflict situations. Must be able to make decisions in the best interest of the Cooperative regardless of the circumstances. Must work safely and independently without supervision, handle work flow in an organized manner, exercise sound judgment, act in accordance with CEC policies, work to provide excellent member service, and secure approval from Supervisor in making decisions when policies or procedures require interpretation.

Environmental Conditions

Most of the normal duties will be performed both inside in usual office conditions and some extended working hours and field work. The position involves almost constant interaction with other employees and/or the public with frequent interruptions. Must adhere to safety regulations as set forth by the Cooperative. Must obtain certification in First Aid and CPR. Must regularly attend safety meetings and participate in safety programs. Must promote safe working habits and use all protective equipment as prescribed by the Cooperative's policies and procedures. Must report all eminent danger situations immediately to Supervisor or President and CEO.

Physical

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee is regularly required to sit, stoop, climb, bend, talk and hear. The employee frequently is required to use hands to finger, handle or feel. The employee is frequently required to sit, stand, walk, bend, and reach with hands and arms, and

lift and/or carry loads averaging 20 pounds. Specific vision abilities required by this job include close vision, peripheral vision, ability to adjust focus, and visual acuity to operate equipment.

Working Relationships

- A. Internal - Builds and maintains positive and productive working relationships with fellow employees to promote the Cooperative’s plans, procedures and services as well as promoting a positive public image for the organization, and its goals and objectives. Advises, informs, and consults with supervisor on Cooperative programs, plans and procedures to obtain approvals, information and direction. Acts as a member of the Cooperative team, and willingly shares information with all employees in all departments.

- B. External - Builds and maintains positive relationships with all service providers to seek advice, information, assistance, and equipment necessary to provide for the Cooperative needs. Works directly with cooperative employees, outside contractors, general public, and other utilities to ensure compliance with contract and work specifications. Works to establish and maintain exemplary relationships with members.

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required.

CEC reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment, other than an "at will" employment relationship.

Accepted by:

Approved by:

Member Services Representative-Entry Level

Manager of Member Services

Date: _____

Date: _____

Reviewed by:

President and CEO

Date: _____