

JOB DESCRIPTION AND REQUIREMENTS

MEMBER SERVICES REPRESENTATIVE

JOB SUMMARY: Manages large amount of inbound and outbound phone calls with excellent customer service skills. Provides accurate and timely updates to the member database and billing system. Performs all additional duties associated with member payments, account management, and member education.

JOB CLASSIFICATION: Full-time, Non-Exempt, Hourly Position.

GRADE: Six (6)

SUPERVISION: Responsible to and under the direct supervision of the Director of Member Services.

EDUCATION/EXPERIENCE: Minimum high school diploma/GED and at least five (5) years work experience in a related position.

GENERAL JOB REQUIREMENTS:

- (a) Shall be familiar with Cooperative Bylaws, Policies, rules, regulations, and procedures.
- (b) Stays informed of general Cooperative issues and attends related training classes.
- (c) Must be proficient in the use of personal computers and programs including Microsoft Office Suite, 10-key by touch and general office equipment, and possess a thorough knowledge of general office practices and procedures.
- (d) Excellent skills in written and verbal communication, including English composition, spelling, grammar, and punctuation.
- (e) Must demonstrate honesty, integrity, confidentiality, dependability, and flexibility along with initiative and motivation to organize and complete tasks and meet deadlines, acting independently and with minimum supervision and direction.
- (f) Shall perform duties and assignments, and conduct self in such a manner as to reflect credit on the Cooperative and contribute to an increasingly better understanding and harmonious relations with the members and general public.

- (g) A professional appearance is important along with excellent skills in human relations with the ability to work as a team member.
- (h) Promotes and follows safe practices, procedures, and safety rules and participates in scheduled Safety Meetings.
- (i) Must be physically able to sit or stand at a computer desk for long periods of time using repetitive hand/arm motion.
- (j) A valid driver's license in their state of residency is preferred.

JOB DUTIES:

- (a) Answers telephone and assists members or routes them to appropriate department.
- (b) Assists members with new account connections, reconnections, disconnections, and changes to member accounts.
- (c) Accepts payments by phone from members and/or negotiate acceptable payment arrangements. Makes adjustments to the member accounts as necessary.
- (d) Shall have a detailed knowledge of account classification and be proficient in billing and collection procedures.
- (e) Takes proactive and corrective action to resolve basic member issues, answer questions about service, and processes appropriate member requests pertaining to their electric, internet or propane service or accounts.
- (f) Checks and responds to e-mails, alerts, and other correspondence from members.
- (g) Advises new members of Membership Application and security deposit, and applicable policies
- (h) Mails member packets, high bill packets and related information.
- (i) Assists and/or fills in for the Cashier when necessary for fast and efficient member service.
- (j) Responsible for adjustments to the member accounts as necessary.

- (k) Consults with the Director of Member Services or Credit Representative on delinquent disconnect orders and assists in obtaining a satisfactory settlement.
- (l) Reviews and communicates delinquent disconnect orders as backup to Credit Representative.
- (m) Responsible for the posting of the Cooperative's AMI readings , and receives Large Power readings from linemen.
- (n) Prepare and process documents for scanning and verification.
- (o) Reviews the AMI meter edit reports each month before bills are mailed.
- (p) Reviews service orders from other departments for accuracy.
- (q) Assists the Director of Member Services in maintaining capital credit records and re-issues capital credit checks.
- (r) Prepares Membership Certificates and membership listing monthly for approval by the Board of Directors. Keys and maintains Membership Certificate numbers on members' accounts.
- (s) Maintains a complete system of filing for Member accounting, billing, correspondence, memberships, deposits, capital credits distribution, electrical service, and yard light agreements.
- (t) Corresponds with members regarding rates, adjustments, changes, billing complaints, budget billing, and other services.
- (u) Assists members on end-use inquiries and high bill complaints.
- (v) Assists members with satellite internet inquiries including data use, connectivity issues, and plan changes.
- (w) E-mails any changes on employee and complimentary listing to Ruralite each month for Ruralite magazine labels.
- (x) Delivers mail to the Post Office on a daily-rotating basis and picks up mail from the Post Office as assigned.

- (y) Keys billing information for Exede installs and changes to member internet accounts.
- (z) Process final bills on closed accounts and review and submit reports for refunds checks to the Accounting Department.
- (aa) Receive outage calls and enter into Outage Management.
- (bb) Performs any other related duties as assigned.