

JOB DESCRIPTION AND REQUIREMENTS

MEMBER SERVICE REPRESENTATIVE

01/12/23

POSITION SUMMARY

Responsible for greeting members and visitors of the Cooperative to ensure all members and visitors are dealt with in a professional, courteous, and timely manner. Under supervision of the Manager of Finance and Administration, shall be qualified to perform duties in handling of consumer records for electric and subsidiary accounts.

The Member Service Representative is an hourly, non-exempt position with wage depending on experience.

Wage range: \$20/hr to \$26/hr, depending on qualifications and experience

ESSENTIAL FUNCTIONS of POSITION

1. Work effectively as an employee of OCEC and maintain good job behavior through prompt and courteous member service.
2. Act as first point of contact as receptionist by answering incoming telephone calls and emails and greeting walk in members. Route calls to appropriate individuals and departments. Be familiar with procedures for handling all aspects of member interactions and provide general information regarding routine inquiries.
3. Distribute CRC messages to relevant staff and maintain CRC standby information.
4. Perform daily opening and closing procedures as follows:
 - Check drop box daily for payments.
 - Secure cash drawer, open and close register
 - Open and close vault
 - Batch out credit cards and end of day propane payments
 - Close and secure office
5. Receive payments at the front counter and process payments received in the mail. Reconcile payments received from third party vendor, credit card, CheckFree, and lockbox.
6. Balance cash drawer daily.
7. Process outgoing and incoming mail.

8. Process returned checks and complete follow-up payment arrangements.
9. Prepare new member correspondence and process application fees and deposits, connect and disconnect service orders and door hangers.
10. Post, balance, journal, and record cash and electronic payments. Prepare the cash received spreadsheet for review by the Manager of Finance and Administration each month.
11. Create new member listings for the monthly Board meetings. Prepare labels for the files, certificate and mailing of the By Laws.
12. Order and maintain office supplies as approved by Manager of Finance and Administration.
13. Maintain filing records including new consumer files, correspondence to members, faxes, address changes, payment arrangements, etc. Prepare membership report periodically and pull inactive files.
14. Be knowledgeable about the office equipment and its maintenance.
15. Distribute locates to the designated locator as received in the absence of Engineer department. Reviews locate invoices and submit to accounts payable for payment.
16. Inform Manager of Finance and Administration of any problem accounts including documented correspondence.
17. Provide administrative assistance to others in front office. Cross train for other job duties in the front office.
18. Participate in annual meeting and board meetings as requested.
19. Provide and acquire information and assistance necessary to assure the achievement of department and cooperative goals.
20. Assist other administrative staff including word processing and data entry. Perform additional clerical or office duties as assigned by Management.
21. This position requires regular, consistent, and punctual attendance.

OVERTIME

Overtime may be required to complete the duties as directed. Approval of overtime from Manager of Finance and Administration must be obtained prior to any overtime performed.

EDUCATION AND/OR EXPERIENCE

Minimum of a high school diploma or GED equivalent and one-year prior experience in related position.

Associate or B.A./B.S. degree preferred. 3+ years of experience in an office or administrative position preferred.

ADDITIONAL SKILLS

Attention to detail and good oral communication skills required. Must be able to use office equipment such as cash register, computer, keyboard, copier, printer, fax, postage meter, etc. Must have knowledge of Microsoft Windows, Microsoft Office and the ability to learn utility programs.

Must have a valid driver license.

PHYSICAL DEMANDS

Works in a climate-controlled office environment with minimal physical exertion. Activities include work on a computer screen and extensive interaction with consumers and the public via, telephone, personal visits and written communication. Job requires sitting, standing, walking, bending, and reaching. Sedentary work requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Occasional lifting of generally 50 pounds or less. Requires good finger dexterity, repetitive motions with hands and fingers. Requires ability to perform close work, have good vision and hearing.

I have read and understand the above duties and requirements and understand that this job description is not designed to provide a comprehensive or exhaustive list of all activities or duties that may be required by the position. I have been given a copy of the employee policies and have been informed and agree to the wages as set by the Corporation. I understand that my employment is at-will and nothing in this job description constitutes a promise of continued employment or specific treatment.

Signed: _____

Date: _____