

MEMBER SERVICE REPRESENTATIVE I

Tri-County Electric Cooperative, Inc.

1 POSITION OBJECTIVE:

Ensure all members and guests of the Cooperative are greeted in a courteous manner, promoting good will and a cooperative spirit. To render prompt and reliable service to members, assuring the maintenance of accurate payment records for the Cooperative as well as the highest level of member care possible.

2 DUTIES AND RESPONSIBILITIES:

- (a) Assists members and guests immediately and provide direction to the appropriate department, if required.
- (b) Accepts bill payments at the lobby window, drive thru, from depositories and USPS mail service and posts to members' accounts.
- (c) Reconciles cash/check(s) to bill payment stub totals, prepare daily summary sheet and deposit and drops deposit in district bank daily.
- (d) Responsible for assisting members with credit/debit card and electronic check payments.
- (e) Responsible for opening and closing office entrances in accordance with stated hours of operation.
- (f) Applies service charges to members' accounts and requests billing adjustments when required.
- (g) Answers members concerns and questions ensuring the use of basic telephone etiquette as described in the TCEC MSR Handbook.
- (h) Supplies appropriate forms and necessary documentation per member request.
- (i) Communicates with members the steps necessary for establishing a revolving or pre-pay meter account with the Cooperative.
- (j) Understands the requirements for a payment "Arrangement" and completes the process within the NISC Arrangement System.
- (k) Understands the different types of Connect, Disconnect, Reconnect and Miscellaneous Service Orders and is able to create such when requested by the member.
- (l) Processes all district Service Orders when received from field personnel.
- (m) Understands the Capital Credit Refund process and assists members in completing required documentation to collect outstanding Capital Credits.
- (n) Serves as member of on call team on rotating basis to answer calls during power outages and enters member information in Outage Management System when an outage is reported.
- (o) Will occasionally be required to report to alternate offices as assigned
- (p) Maintains work area and member lobby area in a neat and orderly fashion.
- (q) Participates in safety meetings, training programs and annual meeting as required.
- (r) This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary.

3 KNOWLEDGE, SKILLS AND ABILITIES:

- (a) High School Diploma or equivalent
- (b) Associates Degree desirable
- (c) 0-4 years of experience in related skills
- (d) Excellent attention to detail
- (e) Good people skills as well as oral communication skills that meet the basic service standards described in the TCEC MSR Handbook.
- (f) Must have a thorough knowledge of TCEC Bylaws, Policies and Procedures
- (g) Able to use standard office equipment i.e. cash register, adding machine, fax, copier, printer, etc
- (h) Must be proficient with NISC Billing System and general account information
- (i) Basic knowledge of Microsoft Windows and Microsoft Office
- (j) Must have knowledge of billing cycles and basic understanding of the rate schedule

4 PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:

Works in a climate-controlled office environment. Job requires sitting, standing, typing, walking, bending, and reaching. Requires good finger dexterity, repetitive motions with hands and fingers. Requires ability to perform close work, have good vision and hearing.

5 REPORTS TO:

Member Services Supervisor

6 SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities

7 POTENTIAL CAREER PATH:

- (a) Member Service Representative 2
- (b) Member Services Supervisor
- (c) Community Relations Director
- (d) System Operator