

**MEMBER SERVICE REPRESENTATIVE
COLUMBUS ELECTRIC COOPERATIVE, INC.**

EDUCATION:

High school diploma or G.E.D.

PREREQUISITES:

- (a) Must have pleasing personality and be able to tactfully and cheerfully communicate with the membership, general public and fellow employees.
- (b) Must be able to operate office equipment and a computer terminal efficiently.
- (c) Must be able to fluently speak Spanish.
- (d) Previous customer service experience preferred.
- (e) Must be able to carry out a variety of activities, which requires a high degree of accuracy and attention to detail. Must be able to organize work to meet deadlines.
- (f) Must possess good oral and written communication skills.

JOB FUNCTIONS:

To render prompt, courteous, and reliable services to member-owners, assuring the maintenance of sound and exact consumer payment records for the cooperative, and to serve as a receptionist to those visiting cooperative personnel for appointments.

DUTIES AND RESPONSIBILITIES:

Responsibilities include but are not limited to the following:

- (a) Answer incoming calls in a prompt, courteous and efficient manner ensuring that calls are properly and promptly completed.
- (b) Receives and processes bill payments over the counter, by mail, from depository, by wire or ACH, and over the telephone.
- (c) Reconciles daily cash/checks and payment stub totals.
- (d) Balances cash drawer daily.
- (e) Processes service orders to connect, disconnect, or transfer services as requested by members or to reconnect accounts previously disconnected for non-payment.
- (f) Processes new membership applications.
- (g) Assists members with billing questions.
- (h) Handles transactions associated with petty cash fund.
- (i) Assists in answering calls during power outages, dispatching crew and following up with members once power is restored.
- (j) Participates in safety meetings and training programs as required.
- (k) Participates in annual meeting as required
- (l) Performs other duties as required.

REPORTS TO:

Member Services Supervisor

SUPERVISES:

No Supervisory Responsibilities