



## Position Description

### Member Care Representative

#### Job Summary and Objectives

The Member Care Representative maintains member and subscriber records and ensures accuracy and conformity with approved procedures and practices. The Member Care Representative promotes positive public relations through effective communication for the Cooperative in dealing with members, subscribers, and the general public in accordance with established policies and procedures.

#### Responsibilities and Essential Job Functions

- A. Promptly and courteously responds to member and subscriber inquiries & provides support via telephone, correspondence or in person regarding requests for electric service and communication services such as broadband internet, telephone and television, billing, collections, outages and related procedures by generating appropriate records, correspondence and service orders to maintain effective work management; resolves complaints or refers to appropriate personnel.
- B. Maintains accurate and complete member and subscriber records, via computer, in a timely fashion including but not limited to contact tracking records and notes.
- C. Determines security deposit required based on credit report or existing customer credit history.
- D. Generates payment arrangements and determines which accounts are to be disconnected for non-payment.
- E. Works with Operations Department and communicates with outside personnel via two-way radio regarding Member Care related issues.
- F. Works with Co-Mo Comm department regarding communication services, eligibility, line extensions, equipment and technical issues.
- G. Assists with maintaining optical imaging records and files.
- H. Posts payments through cash register, SmartHub, payments and readings and through the mail.

- I. Follows up on unpaid security deposits and/or applications not returned from member/subscriber; contacts member regarding status and generates a collection order if necessary.
- J. Reviews and closes service orders that do not require transformer changes, line retention, removal of meters/devices/equipment or creation of invoices.
- K. Promotes Co-Mo Comm services to members or non-members when eligible for service.
- L. Promotes prepaid metering program, sets up and maintains accounts in CIS.
- M. Takes initial new service and/or service change requests from members and subscribers; mails respective packets.
- N. Reviews stopped meter reports and generates a check meter service order if necessary. Notates accounts appropriately.
- O. Follows up on open service orders and contact tracking records through report generation on a bi-weekly basis.
- P. Receives and processes returned mail and address changes; contacts member or subscribers if necessary.
- Q. Works overtime as required based on need and situation.
- R. Assists with maintaining, distributing and filing of paperwork and service orders as needed in appropriate locations.
- S. Serves on various committees within Member Care or other areas on voluntary basis.
- T. Prepares correspondence to member, subscriber, or outside agencies for members and subscribers including letters of credit, account balances, disconnect notices, etc.
- U. Reconciles deposits from Lake District office.
- V. Assists other departments with special projects as needed.
- W. Assists with walk-in members or subscribers as needed to include coverage for lunch, breaks, meetings, absences, etc.
- X. Adheres to Cooperative's attendance policy; understands importance and need to work during most demanding times of the month.

- Y. Supports and keeps abreast of the bylaws, guidelines, policies/procedures and philosophies, rates and energy conservation programs of the Cooperative at all times in an effort to answer member inquiries.
- Z. Observes all safety rules and attends monthly safety meetings; serves on rotational basis to cover phones and walk-in traffic during meetings
- AA. Preserves confidentiality of Cooperative issues when relating to staff, consumer/members and general public.
- AB. Supports the Bylaws, guidelines, policies and philosophies of the Cooperative at all times.
- AC. Supports the Mission Statement, Seven Cooperative Principles and Core Values of the Cooperative at all times.

These statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is not intended to be construed as an exhaustive list of all responsibilities and tasks that may be assigned.

## Relationships

Reports to: Member Care Supervisor

Directs: None.

Internal: Coordinate work and resolve issues with other departments as needed to address member and subscriber needs.

External: Maintains great relations with members, subscribers, and the general public in carrying out the responsibilities of this position. Provides professional, respectful, and courteous support to members and subscribers, making efforts to increase understanding and acceptance of the Cooperative's programs and policies and promoting Co-Mo Connect services as appropriate.

## Physical Requirements

This position mainly requires sitting to complete work with a computer and telephone. Some walking and standing are also required, as well as occasional lifting and/or carrying and/or pushing/pulling of various items less than 20 pounds. Visual and audio acuity is essential to this position.

## Qualifications

To perform the job successfully, an individual should have the following education, competencies, and experience:

- High school diploma or equivalent required.
- Associate's degree in Business with courses in accounting (preferred).

- Previous member care experience with knowledge of customer information system software.
- Demonstrated knowledge of the Cooperative's Service Rules and Regulations.
- Strong communication skills, both verbal and written, and the ability to effectively deal with people under difficult circumstances.
- Ability to maintain positive outlook.
- Proven ability to meet daily deadlines and perform transactions with a high degree of accuracy and attention to detail.
- Ability to multi-task, perform a variety of mathematical calculations, utilize personal computer with knowledge in Microsoft Office, use of calculators/ten-key and other standard office equipment.

### **Working Conditions**

Normal office conditions, some irregular hours may be required to include extended shifts when dealing with outages. Occasional day time travel for training or various errands as needed to complete the responsibilities of the position.

The Member Care Representative is a non-exempt position.

Co-Mo Electric Cooperative is an Equal Opportunity Employer and employment is at-will.

#### **Reviewed by Supervisor**

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### **Reviewed by Employee**

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_