

Member Services Representative I

POSITION DESCRIPTION

GENERAL STATEMENT OF FUNCTIONS

Provide reception for all who visit and contact the Cooperative. Process member requests for connect and disconnect of service, process payments, promote all cooperative programs and services, and provide clerical services as needed.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Train in and become familiar with basic electric energy use, terminology, and technology
- Greet visiting Cooperative members and the general public
- Primary to answer and direct incoming telephone calls
- Notify employees of visitors and/or direct applicable visitors within the building as appropriate
- Perform cashier functions by processing payments and miscellaneous transactions, and balancing, cash drawer
- Maintain the front lobby area in a neat and organized manner
- Ensure promotion materials are available at all times and stocked as needed
- Process address changes and message service adds and deletes, maintain life support lists, and handle other clerical services as needed
- Other duties as assigned

EDUCATION, EXPERIENCE AND QUALIFICATIONS

Education

- High School Diploma or GED equivalent required
- Must be or become familiar with cooperative history and structure

Experience

- 1 Year reception or cashier experience
- Experience and demonstrated competency in office databases and software including spreadsheets, presentations and document preparation

Knowledge and Abilities

- Ability to prioritize, manage, and complete multiple tasks simultaneously, within critical deadlines
- Excellent problem solving and decision-making skills
- Excellent organizational skills
- Ability to maintain the highest level of confidentiality
- Ability to write reports, business correspondence and maintain accurate records
- Ability to read, analyze and interpret material specific to position
- Ability to effectively present information and respond to questions from managers, cooperative members and the general public
- Excellent oral, written and interpersonal communication skills and ability to tactfully and courteously communicate with the general public, cooperative departments and employees

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- Ability to understand verbal/written instructions
- Ability to perform basic math calculations (averages, rates, conversions, etc.)

PHYSICAL AND MENTAL ABILITIES

- Health to maintain a minimum 40 hour work week
- Sit, walk, stand, kneel, lift up to 25 pounds
- Fingering skills for use of computer, calculator and other office equipment
- Good vision and hearing to perform all requirements of this position
- Able to handle multiple tasks and work under deadlines and pressure

REPORTING RELATIONSHIP

Reports to Member Services Manager

POSITION CLASSIFICATION

Non-Exempt

NORMAL WORK SCHEDULE

Full-time Monday through Friday 7:30 am – 4:00 pm