

A & N Electric Cooperative

Job Description and Specifications



Job Title:	Member Services Representative	FLSA Status:	<input type="checkbox"/> Salaried	<input checked="" type="checkbox"/> Hourly
Department:	Member Services	Union Status	<input type="checkbox"/> Non-Union	<input checked="" type="checkbox"/> Union
Reports To:	Supervisor, Member Services	Revision Date:	11/17/2022	
		Review Date:		

Summary:

Provides comprehensive phone support for Cooperative during business hours, supporting a variety of needs of the membership while ensuring all communications align with the desired tone. Administers opening and closing of office during business hours, assisting all lobby visitors, as appropriate. Responsible for all payments received. Handles requests accurately and promptly, maintaining individual member files. Administers maintenance of Cooperative programs, products, and services, as directed.

Objectives:

- Provide maximum service to the membership by rendering prompt, professional, accurate, efficient, and courteous service that will increase satisfaction and promote good will between the Cooperative and its members.
- Maintain a working knowledge of all areas concerned with member accounts, including the current bylaws, Terms and Conditions, rates, company policies, operating procedures of the Cooperative, etc.
- Work as a team member within the workgroup to achieve the goals, objectives, and work plan of the department and represent Member Services' viewpoint as required on teams.

Reporting Relationships:

- Reports to: Member Services Supervisor
- Directs: None

Duties and Responsibilities:

Personally performs the following activities:

- Provide immediate, accurate, and courteous member service, and coordinate necessary follow-through with other departments in an effort to achieve complete member satisfaction. Member services representatives will communicate with members using various means of communication, including but not limited to phone, email, mail, and fax. Member services representatives work in a call center environment utilizing a member information system program. Ensure communications with members are impactful and align with our desired tone.
- Responsible for processing, updating, researching, and maintaining member/business information, member account information, member correspondence, online form submissions, and making reminder calls to overdue accounts, as needed.

- Accurately process member medical necessities, unclaimed capital credits, capital credit estate retirements, and the cooperative's collection of bad debt. In addition to full knowledge and understanding of each, submitting accurate and concise reports/documents, tracking/reporting, and continuous process improvement are expected.
- Support Engineering and Operations Departments, to include advising members, investigating, and collecting required information for new service/repairs and outages. Internally, support is provided through technical knowledge on iVUE Service to include training and education on products, services, and member benefits. A thorough understanding of interdepartmental processes is necessary to provide members with accurate information. Appointment scheduling with members and contractors is needed, gathering detailed information relative to the reason for the appointment.
- Prepare office daily for opening and closing.
- Provide immediate, accurate, and courteous service to all members and guests visiting the office.
- Maintain visitor's logbook, assuring all safety regulations are followed.
- Process all bill payments received at the office ensuring accurate posting to member accounts within allowable time constraints.
- Reconcile daily transactions with cash register totals and prepare daily bank deposit.
- Post payments for affiliated services as needed.
- Collect, sort, and distribute Cooperative mail daily.
- Process returned correspondence, utilizing all tools and resources to update the member record.
- Monitor and troubleshoot individual electric services through the knowledge and proficient use of Landis & Gyr Command Center.
- Utilize independent judgment to evaluate actions necessary to address members' service and billing issues, reporting abnormal situations to the appropriate personnel.
- Respond to and analyze emergency situations.
- Provide member support by identifying problems, researching solutions, and guiding members through steps of resolution.
- Track all incidents and member contacts utilizing various internal tools. Evaluate members' need for new applications or modifications to existing applications.
- Review and process Cooperative Response Center and online electronic emails daily and resolve issues concerning account inquiries.

- Overall responsibility for resolving member inquiries including but not limited to, billing and meter reading, adjustments, consumption and usage, tax exemption, energy conservation, credit and collections, assistance programs, MHM, EFT, payment arrangements, medical emergencies, capital credits, and budget billing. Directs calls to the proper extension if not within the position's realm of responsibility.
- May be assigned the responsibility of mentoring (buddy system) new member service representatives to ensure the position responsibilities are effectively carried out and understood.
- Give direction and guidance to members, internal and external, ensuring resolution and thorough understanding of all A&N programs, products, and services. Directs members to the proper personnel when additional information is needed.
- Collaborate with Marketing staff for the development of various internal informational materials and market appropriate programs, products, and services of the Cooperative to members. Assist with creating engaging internal and external communication materials, campaigns, and resources.
- Assist with various survey projects.
- Administer the maintenance of member programs, products, and services, such as Coop Connections, GenerLink, and SurgeAssist, to include marketing, trend analysis, and continued product development for all.
- Process requests from current and prospective members who are attempting to establish or terminate electric service with A&N Electric Cooperative. Advise those members on procedures, charges, and rates associated with receiving electric service. Process associated service orders. Follow-up with associated duties.
- Establish new member account records by obtaining and inputting all information required by the Cooperative into iVUE Service. Cross-reference the new member information with membership records in iVUE Service to prevent duplication of records. Cross-references the new member information with the uncollectable account records in iVUE Service to collect or transfer amounts owing to the new account and charge the member a deposit when necessary.
- Calculate member deposits based on credit history and unpaid balances. Inform members by telephone and/or written communication of deposits and fees to be paid before service connections. Inform new members of options available to waive deposit when applicable.
- Effectively explain to members policies and procedures, rules and regulations, rates, and their practical application concerning connects, disconnects, reconnects, subterfuge, collections, budget billing, capital credit allocations, and retirements.
- Gain and maintain a continuing understanding of the Cooperative's projects and objectives to support the needs of the membership.
- Perform data input in a highly accurate and timely fashion on all member contacts according to the member information database system parameters.
- Use information obtained through contact with members to advise supervisor of trends in member concerns, suggestions, and possible new services or products.

- Exercise professionalism in all written and/or verbal communications with members regardless of issue or member's demeanor.
- Assist with preparation and execution of A&N Electric Cooperative activities, as appropriate.
- Provide assistance to work for the group as workload and/or cross-training needs dictate.
- Assist in KPI (Key Performance Indicators) Program to achieve stretch goals.
- Participate in the development of the annual budget for the member services department.
- Provide support to system operations during power outages as needed.
- Personally agree to adhere to and abide by the Cooperative's safety rules, safety policies, and safety procedures.
- Perform other duties as assigned.

Relationships:

Establishes and maintains the following contacts and relationships for the purpose of coordination and communication:

Internal

- Member Services Supervisor: Consult with, accept direction from, obtain necessary approvals, give and receive information, and obtain guidance.
- Other Employees: Inform concerning any information received by personal contact or telephone and cooperate within, maintaining good working relationships that will benefit the organization.

External

- Members: Respond to individual member inquiries, resolve member concerns and complaints, and ensure member needs are met.
- General Public: Answer inquiries and direct to proper Cooperative employee for assistance.

Specifications and Requirements:

Foremost among the many requirements of this job is to provide professional and courteous service to our members. Honesty, a professional attitude and manner, and a positive outlook are necessary to provide the service our members deserve and expect.

In order to maintain and promptly render professional service to our members, it is imperative that all records and transactions generated by this position be both highly accurate and timely in their rendition.

Position requirements:

- High school diploma or equivalent is required. Previous related job experience or additional education is desired. At least two (2) years of customer service experience is required.
- Become proficient in the use of the Cooperative's in-house data processing systems in those areas assigned.
- Possess basic computer skills, to include a working knowledge of Microsoft Office products, including, but not limited to: Outlook, Excel, Word, and PowerPoint as required by job responsibilities.
- Considerable skills in effectively dealing with a variety of people under different and sometimes difficult circumstances.
- Working knowledge of general office procedures and equipment.
- Good written and oral communication skills and project a professional image.
- Maintain complete confidentiality in the performance of duties and responsibilities of the job.
- Communicate with and develop good working relationships with fellow employees.
- Become familiar with the Cooperative's rates, billing and collecting regulations, and other policies and procedures affecting the members.
- Ability to simultaneously enter data while speaking with members over the telephone.
- Working hours will be scheduled with the Cooperative's hours of operation. Extra hours may be required occasionally due to workload, special projects, and training. Must be available to work all hours during emergency conditions. Daily schedule of work may be varied. Occasional overnight travel may be required to attend professional development seminars and certification training.

The word "proficient" shall be defined as the ability to perform the work assigned in a reasonable amount of time as established by the Cooperative, with professional quality and a minimum of errors.

This job description is intended to describe the general nature and level of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive list of all duties and responsibilities of personnel so classified.

MEMBER SERVICES REPRESENTATIVE
MEMBER SERVICES DEPARTMENT - ADDENDUM

1. What are the primary responsibilities and functions of this position?

- A. Answer member questions concerning their account and be available for member interaction throughout the workday.
- B. Coordinate member requests and process orders for completion.
- C. Prepare office for opening and closing daily.
- D. Process payments and balance cash drawer daily.
- E. Keep members' accounts up to date (e.g., phone numbers).
- F. Process other assigned tasks between member calls.
- G. Market programs, products and services offered by ANEC, as appropriate.
- H. Communicate with the Member Services Supervisor, keeping him/her informed of trends.
- I. Consult with, assist and provide services, as needed, to other employees and departments.

2. What equipment or tools do you use in this position to accomplish your job?

- A. Computer and software
- B. Printer
- C. Telephone
- D. Copier
- E. Calculator
- F. Typewriter
- G. RemitPlus mail processing machine
- H. Fax machine
- I. Shredder
- J. Automobile

3. What are the most important tasks you perform every day to accomplish your job?

- A. Work with members and answer account questions.
- B. Greet members and guests.
- C. Process service orders and complete the necessary tasks to update the member's account.
- D. Pickup and delivery of mail.
- E. Payment processing.
- F. Drawer balancing and deposit preparation.
- G. Make arrangements for bill payments.
- H. Administer and assist members with programs, products and services.
- I. Utilize Microsoft Word products, including, but not limited to: Outlook, Excel, Word and PowerPoint as required by job responsibilities.

4. What tasks do you perform only occasionally?

- A. Assist members with capital credit questions.
- B. Provide support to system operations during power outages.
- C. Maintain visitor's log book.
- D. Perform other duties as assigned.

5. Are there any important physical requirements in this position?

Sedentary work with some stooping, kneeling, crouching, reaching, pushing, pulling, light lifting, grasping, talking, hearing and seeing.