Beltrami Electric Cooperative Inc.
Your Touchstone Energy® Cooperative

POSITION DESCRIPTION

Job Title:	Member Service Representative
NRECA Job Code:	21-3511
Reports To:	Member Services Manager
Classification:	Non-exempt, Union, hourly, overtime eligible
Updated:	2023

OBJECTIVE

Provide information to new and existing members to ensure positive public relations. Work with and assist all other departments of the cooperative to serve the members and assist them with their electrical needs.

RESPONSIBILITIES

- Providing superior service to cooperative members by responding to member inquiries on the telephone, in person and electronically.
- Process miscellaneous service requests including
    - New services
    - Service improvements
    - Tenant changes
    - Disconnects and reconnects
- Responds to member inquiries, by phone, electronically and in person regarding:
    - Account information and analysis.
    - Address & account changes
    - Various member requests including electrical service, outages, re-sealing meters, lighting and trees online.
    - General inquiries regarding load management program, rates, sales tax exemption, estates and capital credits.
    - Billing information and high usage.
    - Payment inquiries & questions.
- Provides back-up and support to Receptionist/Cashier by processing payments received, maintaining and balancing a cash drawer, greeting and directing those visiting the Cooperative.
- Assists Members with auto pay and budget billing applications.
- Coordinates appointments with electricians and staking technicians and completes preliminary paperwork.
- Conducts direct telephone communication with members regarding past due accounts and assists with payment plans.

- Corresponds with multiple assistance agencies to help members secure funding for assistance with electric bills.

- Coordinates with collection, billing and line department in regard to delinquent disconnections and reconnections during collection process.

- Provides information regarding community room policies, assist with reservations and payment.

- Must be capable of keeping information confidential and take safeguards so information is not accessible to unauthorized persons.

- Performs other duties and assumes responsibilities as assigned.

- Must exercise initiative, judgment and knowledge of cooperative practices, policies and organization.

RELATIONSHIPS

- Member Service Manager – to function under his/her direction, keeping him/her informed of all procedures or of any matters relative to the job; and to receive guidance and all necessary approvals.

- Member Services Lead—to receive guidance and keep him/her informed of all procedures and of any other matters relative to the job.

- Member Services Department personnel – to work as a team to efficiently and accurately provide excellent member service.

- Office Employees and Line Crews-to be courteous and to work with them to achieve a high degree of efficiency and productivity on the job.

- Members—to maintain a courteous and cooperative relationship with all members and to assist them in meeting their needs.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED); and three to six months' related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos.

- Ability to write simple correspondence.

- Ability to effectively present information in one-on-one and small group situations to members, clients, and other employees of the organization.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

- Ability to manage changing priorities. Ability to manage multiple on-going activities and work independently. Ability to identify problems and implement effective solutions. Ability to handle confidential matters with utmost sensitivity. Ability to interpret and apply commonsense understanding in order to carry out instructions furnished in written, oral, diagram or schedule form.

CERTIFICATES, LICENSES, AND REGISTRATIONS

- A Minnesota driver's license is needed to operate BEC vehicles.
- Notary Public Commission

OTHER SKILLS and ABILITIES

- Proficiency in the use of a telephone system, computer, printer, calculator, and copy machine is required.
- Ability to work well with others and communicate effectively.
- Ability to work with specific computer software and familiarity with industry-specific terminology is necessary.
- Must possess good time management skills.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk, reach with hands and arms; and to stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.

Disclaimer

The duties identified above cover the major responsibilities of this position. These are not intended to cover each and every aspect of the position. At times, the scope and responsibilities of any given position may change or be temporarily altered, and the employee may be required to perform additional or different tasks. The basic requirement of every position with Beltrami Electric Cooperative is to perform all tasks as assigned by the Supervisor.

NOTE: All job specifications and applicant qualifications will be reviewed to assure compliance with the Americans with Disabilities Act.

_____ Date:_____

Manager

_____ Date:_____

Employee