



POSITION DESCRIPTION

Job Title: Member Services Lead
NRECA Job Code: 21-3331/33-4372
Reports To: Member Services Manager
Classification: Non-exempt, Union, hourly, overtime eligible
Updated: 2025

OBJECTIVES

- Provide efficient and superior service to Cooperative members.
- Monitor the account receivables.
- Maintain a high degree of service and efficiency for the operations of the Cooperative.
- To promote safe working conditions through adherence to all established safety rules and practices.
- To maintain the cooperative's goodwill with its members, directors, employees, affiliated organizations, and general public

RESPONSIBILITIES

- Reports ready for work each day at the appointed time, properly attired. If unable to report to work on time, notifies the Cooperative of the fact before reporting time.
- Provides superior member service.
- Provides support to Member Services Representatives in all areas of responsibility, including but not limited to, payments, payment arrangements, disconnects, reconnects, service orders, new services, service improvements and cooperative programs. Responds to member inquiries on all of the above and handles complex member issues when unresolved by Member Services Representatives.
- Provides guidance to and coordination of the Member Services Representatives and Cashier/Receptionist.
- Directs collection activity.
- Occasionally responds to or makes calls outside of regular work hours relating to collections, disconnects and reconnects.
- Monitors daily cash drawer balancing.
- Responsible for past due accounts and appropriate action to get them current. Communicates with delinquent members. Review follow-up dates and monitor payment arrangements and payment assistance. Coordinates with Member Services Representatives, member accounts, and line crew personnel regarding the collection process, delinquent disconnects, and related paperwork.

- Works with member accounts on payments, payment assistance and appropriate collection procedures needed to collect the outstanding balances.
- Monitors and takes appropriate action on non-sufficient funds (NSF's) accounts working in conjunction with member accounts and Member Services Representatives.
- Responsible for former member accounts with balance due including written communications, phone communication, and if necessary, legal action to collect any past due balances. working with outside collection agencies as needed.
- Collaborate with the Member Services Manager in determining write-offs on energy accounts deemed uncollectible and with account receivable and other balances. Gathers and organizes the data necessary for write offs and provides detailed information on these accounts.
- Responsible for meter-tampering situations and takes appropriate action.
- Develops and maintains professional positive working relationships with external contacts including but not limited to landlords, agencies, Department of Commerce, after hours call center, Attorney General's Office, Public Utility Commission (PUC) and Law Enforcement.
- Performs such other activities as may be assigned.
- Must exercise initiative, judgment and knowledge of cooperative practices, policies and organization.

RELATIONSHIPS

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

- Bachelor's degree (B.S.) in business management from a four-year college or university; or an equivalent combination of education and work experience.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, members, employees, and the general public.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY

- Ability to positively engage team members and provide guidance in delivering superior member service.
- 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, REGISTRATIONS:

- A valid Minnesota driver's license is needed to operate BEC vehicles.

OTHER SKILLS and ABILITIES:

- Proficiency in the use of a telephone system, computer, printer, scanner, copier, calculator, ten-key adding machine, postage machines required. Ability to work with specific computer software such as Microsoft Excel and Word. Must possess good time management skills.
- Knowledge of bankruptcy court and collections is needed.
- Knowledgeable with Federal and State laws and familiarity with industry-specific terminology is necessary. Excellent interpersonal, communication and organizational skills are needed for this position.

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 the 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/Supervisor

_____ Date: _____
Employee