

Concho Valley Electric Cooperative, Inc.
Position Description

Position Title: Member Service Representative

Departments: Office Services

Reports To: Member Accounts Supervisor

Oversees: No One

FLSA Status: Non-Exempt

NRECA Job Code: 21-3531

Revised: 05/2024

GENERAL DESCRIPTION: Supervision is visual, mainly on a daily basis, with additional duties observed on approximately a weekly basis; may be called back in case of emergencies; may be required to work overtime; works with difficult clientele and handles complaints; must follow written directives, procedure manuals, operational instructions, and checklists; produces reports on a daily, monthly basis and occasionally produces other reports; not exposed to hazardous elements.

PURPOSE: Predominantly this position receives members' payments, credits the payments to the correct member's account, and balances payment records. Extensive contact with Members-Consumers and visitors is required.

ENVIRONMENT: Works predominantly inside in comfortable surroundings.

INTERNAL CONTACTS: Member Accounts Supervisor, Manager of Member Services, Meter Technicians, Bill Collectors, Director of Office Services, Billing Systems Technician, Dispatch, and occasionally other employees.

EXTERNAL CONTACTS: Members-Consumers.

DUTIES AND TASKS OF THE JOB:

- Assist with the Annual Meeting
- Resolves member billing issues
- Estimates meter readings, when necessary

- Provides information on: accounts, past-due accounts, and returned checks
- Provides Data Processing totals of payments and daily receipts
- Handles office transfers of member accounts
- Sets up new member accounts
- Summarizes payments and balances daily receipts
- Prepares daily deposit slips
- Returns unsigned checks
- Informs collectors of daily payments on delinquent accounts
- Prepares billing adjustments for various services and materials
- Transmit adjustments to Data Processing
- Custodian of postage stamps and petty cash
- Assist with collections
- Processes letters of credit
- Operates the two-way radio on occasions
- Operate 10-Key Calculator by touch
- Touch type keyboard at 30-words a minute
- Follows safety rules and guidelines
- Performs all other reasonable and proper duties/tasks assigned
- Must be regular in attendance
- Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

PHYSICAL DEMANDS: Moves up to 30 pounds; work requires activities such as standing, walking, sitting, stooping, bending, reaching, and kneeling; eye-hand coordination for computer input is necessary; repetitious movement is required

The employee must have good speech and hearing to communicate with employees in the field via phone or two-way radio. Communication skills are important in working with the member-owners concerning high bill complaints, questions about billing, request service, line outages, accepting credit card payments by phone, etc.

EDUCATION AND EXPERIENCE REQUIREMENTS: High school diploma or equivalent. Must have good language and public relations skills