

Jackson Energy Cooperative Corporation
Job Description

Job Title: Member Service Representative
Department: Member Services
Reports to: Office Supervisor
Salary or Hourly: Hourly
Effective Date: August 30, 2016

OBJECTIVE / PURPOSE OF THE POSITION

To provide a positive interaction with members by courteously and efficiently processing member requests for service and information.

ESSENTIAL JOB FUNCTIONS (DUTIES AND RESPONSIBILITIES) include, but are not limited to, the following. Other duties may be assigned.

Cooperates with other employees and departments to accomplish the goals of the cooperative.

Abide by all safety and health rules, policies, and procedures as outlined in the Jackson Energy Cooperative Safety Policy and adopted Safety Manual.

Maintain safe working conditions for self and co-workers.

Receives, via telephone, member requests for services, generates service orders and directs to proper departments and/or personnel. This includes, but is not limited to, new service requests, security light connects/disconnects/repairs, routine connects/disconnects, meter changes, right-of-way/maintenance requests, member complaints, capital credit information, and general marketing information.

Processes security light contracts and calculates fees.

Receives requests for and calculates budget billing contracts for members. Performs annual reviews and re-calculation of members under contract of budget billing to ensure accurate billing.

Performs inquiries and/or changes for members to verify bill information, answer questions about bill payments, fees, or accuracy of member profile information (name, address, account numbers, social security numbers, telephone numbers, etc.)

SECONDARY JOB FUNCTIONS (DUTIES AND RESPONSIBILITIES) include, but are not limited to, the following. Other duties may be assigned.

Educates new and current members about all cooperative programs including, but not limited to, prepay, budget billing, marketing programs, paperless billing, online account management and automatic payment options.

Keys updates to member records by reviewing returned mail and keying changes in telephone

numbers, social security numbers and addresses.

Receives member calls pertaining to outages during daytime operations and/or when directed by management and keys information into outage information system for processing by the Dispatch Center.

Performs assigned duties at Cooperative Annual Meeting.

SUMMARY OF PHYSICAL, SENSORY AND ENVIRONMENTAL REQUIREMENTS NEEDED TO PERFORM ESSENTIAL JOB DUTIES

Physical Requirements

Lifting: Up to 25 pounds

Carrying: Up to 25 pounds

Pushing/pulling: Up to 40 pounds

Use of equipment: (list equipment used) Telephone, Personal Computer, Copier, Various Office Equipment

	Continuous	Frequent	Occasional	Not at all	Explain
Sitting		X			
Standing		X			
Walking			X		
Bending			X		
Stooping			X		
Crawling				X	
Climbing				X	
Reaching above head			X		
Grasping—one hand				X	
Grasping—two hands				X	
Fine manipulating—one hand			X		
Fine manipulating—two hands			X		

Environmental Requirements

	Continuous	Frequent	Occasional	Not at all	Explain
Inside work environment	X				
Outside work environment				X	
Exposure to dust, fumes, odors, water, etc.				X	
Exposure to biological, and/or chemical hazards				X	
Exposure to mechanical and/or electrical hazards				X	

Sensory Requirements

	Necessary	Not Necessary
Eyesight—Normal/corrected	X	
Eyesight—Close eye work	X	
Eyesight—Other		
Hearing—Normal tones	X	
Hearing—Soft tones	X	
Hearing—Other		

EDUCATION AND EXPERIENCE REQUIREMENTS

- Must be a high school graduate or have G.E.D. equivalent, with an emphasis in computer applications and keyboarding. Any completed course work or training in communications, member relations/service or accounting is desirable.
- Should have a minimum of two years of on the job experience working in an office environment dealing with people in person or by phone.
- Should have experience in general office functions and applications.
- Should have experience in the use of personal computer and software applications.
- Should have experience in use of general computer applications, especially keyboarding.

JOB QUALIFICATIONS (Knowledge, skills, abilities and attributes required)

- Must be a successful team player and have the ability to handle a large volume of member calls in a pleasant manner.
- Must have above average communication skills and abilities. Verbal skills and voice perception are especially important in dealing with members via the telephone.
- Must have a positive, friendly disposition and the ability to keep perspective and composure under pressure and in dealing with a variety of people under difficult circumstances at times.
- Must have the ability to use good judgment, be of high integrity, trustworthy, and dependable and able to adhere to confidentiality.

LICENSES, SPECIAL TRAINING AND CERTIFICATIONS REQUIRED

- Only as otherwise specified in position.

WORKING CONDITIONS (Hours of work, overtime, weekends, travel required and so on)

- Requires travel to attend meetings, training sessions, seminars, etc. Some travel may be overnight and on weekends.

- Requires overtime especially during outages, storms, peak workload periods, etc.
- Normal work week is 40 hours.

NOTE: This job description is not intended to be all-inclusive. An employee will have other job duties and responsibilities as assigned. Jackson Energy Cooperative reserves the right to revise the job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions.