

OKEFENOKE RURAL ELECTRIC MEMBERSHIP CORPORATION
NAHUNTA, GEORGIA

JOB DESCRIPTION

Member Services Representative

I. OBJECTIVE

- A. To provide maximum service to the members by:
 - 1. Providing accurate information concerning deposits, meter readings, billing information, collection policies, security lights, rates, service rules and regulations, and service order procedures to new members moving within the service area, members terminating service, and members who currently have service; thereby creating a good understanding between the members and the Cooperative.
 - 2. Providing accurate handling and recording of cash received in the members records. To maintain all necessary records and information required to insure accurate member billing and proper completion of service requests.
 - 3. Promoting a high standard of morale and team effort.
- B. To achieve increased public support and acceptance of programs and objectives of the Cooperative.

II. REPORTING RELATIONSHIPS

- A. Reports to: Member Services Supervisor
- B. Directs: None

III. RESPONSIBILITIES AND AUTHORITIES

- A. Performs Personally
 - 1. Opens night deposit daily and provides an adequate supply of coin envelopes for the night deposit.
 - 2. Receives cash collections over the counter, and through the drive-in window.
 - 3. Closes and balances cash drawer daily. Reports any discrepancies.
 - 4. Actively supports all marketing efforts of the Cooperative and encourages all employees to do same.
 - 5. Receives applications for services and prepares the required service order according to established procedures.

6. Receive calls from members relating to billing questions. Must understand all cooperative policies and procedures relating to member billing, meter reading and collection procedures.
7. Be familiar with monthly kWh consumption to verify the validity of a meter reading.
8. Receive requests for service by members, including reconnection, disconnection, new service, security light repair, service cut-loose, voltage complaints, power failure, meter test, and address changes. Prepare proper service orders for each and ensure that the member knows what is required of them.
9. Be thoroughly familiar with all information, codes, and procedures necessary for the processing and closing of service orders to the members accounts. Assist in the filing of closed service orders.
10. Determines amount of member deposit prior to connection of service, in accordance with established policies and procedures.
11. Grants extensions on members accounts within the guidelines provided by policies and procedures and enters such arrangements into the system.
12. Operates telephone switchboard as required.
13. Assist in dispatching to metermen.
14. Participate in job safety activities of the Cooperative.
15. Make every effort to help members increase their understanding and acceptance of Cooperative's plans, programs, procedures, and policies.
16. Greets members and visitors courteously and guides them to appropriate location in building.
17. Resolves member complaints, where possible, otherwise routes them to the proper person.
18. Gives walk-in applicants employment forms.
19. Operates office machinery such as calculator, typewriter, copy machine, computer terminal and other related equipment.
20. Be familiar with the system maps and locations of our service areas.
21. Keeps informed of all Cooperative policies and procedures.

22. Participates in Annual Meeting as required.

23. Performs such other activities as required.

IV. RELATIONSHIPS

A. Internal

1. Member Accounting Coordinator and Collection/Sr. Member Services Representative - To request advice and assistance as required; to confer on problems; to seek necessary approvals on delinquent account extensions.

2. Other employees - To make every possible effort to maintain good working relationships with other employees, improving morale, exchanging ideas, work progress information, and job experience that will benefit the entire Cooperative organization.

B. External

1. Members - To courteously answer member inquiries, and if unable to do so, to direct them to the appropriate person, to make every effort to gain their increased understanding and acceptance of the Cooperative's plans, programs, and policies; to provide information on request for service, meter reading, billing, and collection procedures, and any other information.

2. General Public - Maintain good relations in all contacts with the public.

JOB QUALIFICATIONS

EDUCATION

High school graduate, including courses in bookkeeping and other business subjects.

EXPERIENCE

Should have working knowledge of principles and practices involved in basic office procedures, record keeping, and resolving member complaints. Must have a thorough knowledge of OREMC's retail rates, billing, collection, and service request procedures.

ATTITUDE

Must be interested and believe in Cooperative's objectives and programs. Must be willing to develop in a position, which involves increasing responsibilities, as a primary image of OREMC. Must project a favorable impression to members and the public. Must be able to adjust to varied duties.

ABILITIES AND SKILLS

Must be proficient with calculator and computer terminal. Should be skilled in resolving member complaints and answering member inquires. Must be skilled in maintaining accurate records of cash receipts and establishing effective controls. Should be able to accurately prepare all reports and records required for the job. Must have the ability to communicate with members and the public courteously and tactfully under difficult circumstances, and at the same time uphold cooperative policies. Public relations are of the utmost importance.

WORKING CONDITIONS

Inside, under controlled conditions and normally regular work hours. Volumes of work are irregular.

REQUIREMENTS OF JOB

The physical requirements of this position are as follows:

Lifting, Pushing, and Pulling

Up to 10 lbs is required frequently

It is also required that the following is performed on a frequent basis:

Bending at the waist, gripping objects, Stretching, or reaching, Kneeling, Standing, Sitting, Walking, Crouching, Twisting (rotating body while in a sitting position), Twisting (rotating body while in a standing position), Grasping or Gripping (to grasp with thumb in opposition to fingers or palm).

The mental demands of this job are as follows:

(Classifications are: Very Limited, Limited, Intermediate, Considerable, Substantial, Very Substantial)

Decision Making -

Substantial (e.g., decisions such as those in determining proper service order procedures, member credit extensions.)

Reasoning in Problem Solving -

Substantial (e.g., use of logic or scientific thinking to define problems, collect information, establish facts, and draw valid conclusions.)

Planning/Scheduling

Considerable (e.g., a fair amount of planning or scheduling is required.)

A high degree of capability is placed on doing the following:

Compiling, Classifying, Gathering Information, Transcribing, Analyzing information or data.

A high degree of emphasis is placed on the following:

Job-Related Knowledge and Short-Term Memory.

Experience Requirements are as follows:

Knowledge of basic office procedures, record keeping and resolving complaints.

Education Requirements are as follows:

High school graduate.

Revised: 08/2022