



WashingtonEMC

A Member-owned Electric Cooperative

MEMBER SERVICE REPRESENTATIVE

Classification:

Non-Exempt, Hourly Employee

Posting Date:

December 2, 2024

Reports To:

Member Services Manager

Last Date to Apply:

December 16, 2024

Revision Date:

December 2, 2024

JOB DESCRIPTION

Position Summary

Provides a variety of clerical and administrative tasks related to serving customer needs in person, by telephone, by mail or through electronic communication.

Major Responsibilities

- a) Responds to a variety of customer inquiries related to all aspects of products and services offered to customers of Washington EMC.
- b) Responds to member inquiries in person, via telephone, by mail or by electronic communications.
- c) Creates service orders for connect and disconnect requests from customers.
- d) Receives and credits member-consumer payments from the night deposit and from walk-in customers at the front counter.
- e) Processes payments received in the mail.
- f) Provides requested information and reports pertaining to customer accounts
- g) Responds to all customer concerns and inquiries, whether by phone, e-mail, or in person
- h) Prepares a variety of reports which require investigation, verification, classification, recording and/or reconciling of data.
- i) Opens mail and distributes to proper destination. Types correspondence and reports as required.
- j) Makes every effort to serve all member-consumers courteously and efficiently, to respond to their inquiries, satisfy their complaints and, if unable to do, refers them to the proper person(s).
- k) Ensures cash drawer is in balance each day.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities.

The Member Service Representative shall be required to perform any other duties assigned in order to fulfill the objectives of the Corporation.

External Relationships

Consumer-Members: Responds to inquiries, provides advice and assistance and promotes cooperative programs, plans and services.

General Public: Maintains good relations in all contacts with the general public.

Vendors: Maintains good relationship with SEDC, Online Utility Exchange and any other outside vendor that the position will be in contact with.

Position Specifications

Basic Qualifications

- (a) **Job Knowledge, Training and Experience:** Requires a high school diploma or equivalent. Expected to have general understanding of accounting principles in order to make informed decisions.
- (b) **Equipment Operated:** Computer terminals, printers, photocopier, organizational vehicle, microfiche viewer, fax, telephone, shredder, cash register system, and 10 key calculator. Must have valid Georgia Driver's license or ability to obtain a license prior to first day of employment required. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.
- (c) **Abilities and Skills:** Must be able to organize work to meet deadlines. Prepare reports and other documents which require a high degree of accuracy and attention to detail. Good oral and written communications skills required.
- (d) **Physical Effort:** Must be able to perform the activities listed in the position description. A majority of the activities are performed sitting at a desk.
- (e) **Working Conditions:** Consists mainly of routine office work indoors. Some irregular hours may be required.

Preferred Qualifications

- (a) Experience: At least 4 years' experience in customer service.
- (b) Abilities and Skills: Knowledge of RUS accounting principles and billing requirements

After an offer of employment has been made, a background check and physical examination is required, which will include both alcohol and drug testing.