



## JOB DESCRIPTION

Title:	Member Services Representative III	Reports to:	Manager of Cooperative Relations
Status:	Non-exempt (Inside Contract)	Revision:	07/18/2023

### **SUMMARY:**

Provide prompt and efficient service to members of the Cooperative maintaining a high level of member satisfaction that effectively represents the Cooperative, its employees and its programs and services that provide benefits to the membership. With minimal supervision, perform general reception, routine processing of bill payments, purchase orders, and service orders. Provides radio coverage back-up and clerical support as needed. The position shall also provide support to other office staff relating to billing, receivables and other administrative processes and functions.

### **ESSENTIAL FUNCTIONS:**

1. **Independently Performs** general member service duties in response to member-owners, including reception at the Cooperative office, answering phone calls, taking messages, assisting with member questions or concerns, processing service order requests, posting notices on the front door, and other general member services/account management functions. May include performing these duties at off-site events. Initial data collection and form completion in cases of new membership requests, change of hands and EFT setup before handing over to Billing department for follow-up and processing. Handles confidential membership and account information in accordance with Red Flag Policy. During outages, enter member outage calls into OMS and make outgoing calls for members on the critical list.
2. **Performs** general accounts receivable functions, including daily processing of member bill payments from mail, counter, and electronic receivables, daily cash drawer balancing, financial reporting. Create invoices and process payments for miscellaneous receivables. Purchase orders for office supplies, break room, and other department materials as required.
3. **Performs** general administrative and clerical duties in support of all office operations, including clerical support of the member newsletter and training materials, creating and maintaining listings and other documents, opening and distributing mail, processing and mailing of new member packets for new services, backing up phones for office staff, and typing, data entry, and scanning for other staff members as requested.
4. **Assists** with the marketing of DCEC and its programs and services, notifications to the membership, and assists with gathering information and articles for member newsletters and bill inserts and reviews content before publications go to print. Assists with the administration of new easements, operational notifications such as spraying notifications and planned outage notification, radio coverage, deliveries and pick-ups from the Post Office and the bank.
5. **Assists** with duties pertaining to the Annual Meeting, other related events, and assists with the development and preparation of vendor booths and educational displays.



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6. **Provides** clerical assistance to the MCR for board meeting preparation and follow through on action items to keep the Cooperative's records and policies up to date.
7. **Assists** with quality assurance and maintenance of necessary updates and changes to the Cooperative's website as assigned.
8. **Performs** other duties as assigned.

### **EDUCATION AND EXPERIENCE REQUIRED:**

High school education (or equivalent) and 8 years of experience in customer or member services or related field;

or 6 years of experience with an Associate's degree in a related field;

or 4 years of experience with a Bachelor's degree in a related field.

Industry certification (NRECA) desirable

Required Microsoft Office training

### **REQUIREMENTS:**

1. Follow the Employee Handbook.
2. Perform work in accordance with the Red Flag Policy.
3. Follow safe work practices in accordance with the Cooperative's Safety Manual.
4. Follow company and department policies and accurately perform detailed procedures.
5. Be familiar with Cooperative Programs and Services.
6. Possess strong interpersonal, communication, and member service skills.
7. Provide attention to detail and have ability to multi-task in a busy office environment (essential).
8. Possess ability to work efficiently and effectively in a team office environment.
9. Demonstrate values consistent with the Cooperative Principles.
10. Obtain and maintain experience and intermediate level familiarity with various computer office applications within Microsoft Office suite.
11. Become proficient in the use of the Cooperative's in-house data processing systems in those areas assigned.
12. Possess ability to accurately compile necessary information for member transactions.
13. Demonstrate awareness of general accounting principles.
14. Possess ability to resolve issues in a professional and efficient manner.
15. Demonstrate sensitivity and awareness of the need to protect confidential and private membership information.
16. Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards.
17. Substantial movements (motions) of the wrists, hands, and/or fingers.
18. The worker is required to have close visual acuity to perform work on a computer.
19. Bend, reach, and lift objects such as paper file boxes weighing up to 50 pounds.
20. Occasional operation of vehicles.
21. Withstand moderate noise levels in the work environment.



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### **WORKING CONDITIONS:**

Working hours will be scheduled with the Cooperative's hours of operation. Extra hours may be required occasionally due to workload, special projects, and training. Must be available to work all hours during emergency conditions. Occasional overnight travel may be required to attend professional development seminars and certification training.

### **NON EXEMPT STATUS:**

This position is subject to the "Inside" Collective Bargaining Agreement with IBEW Local 10 and to the overtime requirements of the Fair Labor Standards Act, as amended, and therefore may perform any and all clerical work related to the position.