

NAVARRO COUNTY ELECTRIC COOPERATIVE, INC.

SUBJECT: JOB DESCRIPTION MEMBER SERVICE REPRESENTATIVE

I OBJECTIVES

To greet, receive, and assist members, prospective members, and guests and perform the duties and responsibilities in a friendly, courteous manner which will promote goodwill and positive member-cooperative relations.

II RESPONSIBILITIES

- Greets visitors
- Serves as primary contact in the provision of services, disconnects/connects, problem resolution, payments arrangements, general inquiries, and account maintenance.
- Explains any rates, policies, and procedures that are applicable to the particular situation.
- Stays up to date on rates and other items necessary to perform their duties.
- Receives, verifies, records, and reconciles daily cash.
- Prepares daily cash summaries for bank deposits.
- Makes adjustments for over billing/under billing when necessary.
- Answers the telephone and handles radio communications.
- Assists prospective members in completing applications for Service.
- Responds to questions regarding customer accounts, service transfers, and work order status.
- Answers inquiries and complaints and/or directs to proper department.
- Resolves conflicts.
- Makes payment arrangements with members when required.
- Takes outage calls and coordinates outages and restoration of service with employees and members.
- Maintains member records and service orders.
- Enters, verifies, and corrects information on computer.
- Performs keyboard functions, maintains files, keeps simple records, and performs other clerical tasks.
- Fills in at receptionist station from time to time.
- Fills in as needed in various other office positions.
- Demonstrates a positive attitude and is courteous to visitors and fellow employees.
- Is on time for work and at work station during office hours.
- Limits personal telephone usage to a minimum and instant messaging, texting, and internet usage during off peak periods and breaks only.
- Any other duties as requested by supervisor or management.

III RELATIONSHIPS

A. INTERNAL

1. Direct

- a. Office Manager/CPA
- b. Manager Member Service

2. Indirect

- a. General Manager/CEO
- b. Manager Administrative Services
- c. Manager Construction, Operations, and Maintenance
- d. Manager, Safety, Training and Inspections
- e. Bookkeeper
- f. Other Personnel

3. Directs

- a. No One

B. EXTERNAL

- Member-Owners- Concerning payment of bills, information on Cooperative policies and other requests.
- General Public- To maintain a good public relations attitude and to assist the public during visits to the Cooperative.

This job description is intended to identify the essential functions of a position and should not be interpreted as all-inclusive. The incumbent(s) may be required to perform or assume additional job-related responsibilities other than those stated in this description.