

Job Title: Member Account Representative I
Reports to: Supervisor, Member Services
Department: Member & Energy Services

FLSA Status: Hourly Non-Exempt
Hourly Pay Range: \$25.14 - \$26.81 (2022 CBA)
Revision: 01/2022

Job Purpose

The Member Account Representative I position works in a high performance, customer-focused team environment and is responsible for several customer-oriented tasks in a call center environment. These responsibilities include responding to member open/close requests, member inquiries, and requests for account information, negotiating collections arrangements, coordinating service requests, determining the most effective resolution to customer issues and maintaining customer accounts.

Essential Functions

1. Processes and maintains Member records, including but not limited to:
 - Applications or requests for residential services including reconnects, read-outs, disconnects, meter change requests and miscellaneous service requests.
 - Applications or requests for Cooperative's programs.
 - Agency referrals to help with Member bills.
 - Requests for payment arrangements, extensions, or delinquent notices.
 - Prepare "credit references" for Members, upon request.
 - Make notes on Members' accounts of all conversations, this includes all fax and e-mail communications.
2. Works with the Member Services Field Technicians, including but not limited to:
 - Create field job orders for service requests, complete all open tasks and assigns order to appropriate department using mobile work force.
 - Schedule service orders and working field tasks.
 - Review scheduled non-pay disconnects for payment arrangements, including remote/man-cut meters.
 - Process payments for remote meters, review and receive approval to restore services, reconnects in-house and remote meters.
3. Investigates billing errors and works with the Information Processing to correct member's accounts. Informs Supervisor of errors and corrections.
4. Answers and monitors Live Chats and incoming emails directed to Member Accounts.
5. Daily standards for the Call Center are as follows:
 - Answer a minimum of 60 phone calls per day, answer within 60 seconds of first ring.
 - A Maximum of 15 minutes on an incoming call and defer difficult calls to an Account Representative II.
 - Familiarize self with all Cooperative programs making recommendations beneficial to the member.
 - Recognize and explain misreads and offer payment options if required.
 - Analyzes when a service order is required for high bill and/or meter information.
 - Research credit/deposit refunds and explain deposit requirements as required.
 - Research address changes for final bills using available resources to satisfy outstanding debts.
 - Collects outstanding balances, interest, required deposits and additional fees on all uncollectible accounts.
6. Performs emergency or other operational duties as requested or as assigned.
7. Performs other duties as required and/or assigned.

Competencies

Organizational Competencies

- Communication
- Cooperation & Teamwork

Job Competencies

- Accountability
- Attention to Detail

- Customer/Member Focus
- Safety Orientation
- Adaptability/Flexibility
- Initiative
- Job Knowledge

Minimum Qualifications

1. A high school degree or equivalent with a minimum of 2 years' experience in customer service, billing collection, sales and data entry. Experience in a service-oriented organization is preferred.
2. Experience with MS Office applications, such as word and excel.
3. Ability to operate a 10-key calculator by touch and strong math skills with the ability to explain bill calculations, monthly usage, and seasonal differences.
4. Ability to multitask and prioritize while maintaining a pleasant and calm demeanor with members.
5. Strong communication skills both verbal and written, the ability to communicate with members on phone, live chat and/or e-mail.
6. Work with minimal supervision and irregular and/or overtime hours as required.

Preferred Qualifications

1. Previous experience in an Electric Utility or Cooperative call center.
2. Bilingual (English and Spanish) preferred.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is predominantly performed in a professional office environment. This position uses standard office equipment such as computers, phones, printers, etc. This position is primarily sedentary, and occasionally may need to move about in the office to access files and equipment. This position requires the use of telephone equipment, VeriFone, computers, calculators, and radio communication equipment. Some lifting is required, must be able to bend and lift and carry up to 15 pounds.

Statements included in this job description are intended to describe the general nature and level of work performed by the employee(s) assigned to the job. The statements are not intended to be construed as an exhaustive list of responsibilities, duties and skills required. The employee(s) may be required to perform other duties as assigned.

Direct Reports

List by job title any positions to be supervised by the incumbent.

This job description has been approved by management:

Manager/Supervisor: _____ Date: _____

Human Resources: _____ Date: _____

By signing below, I understand the requirements and the essential functions of this position.

Employee: _____ Date: _____