

Glacier Electric Cooperative JOB DESCRIPTION

JOB TITLE: PART-TIME CUSTOMER SERVICE REPRESENTATIVE

EXEMPT (Y/N): No

SUPERVISOR: Administrative Services Coordinator

LOCATION: Browning & Cut Bank

DATE REVIEWED: August 8, 2019

SUMMARY:

The part time customer service representative efficiently and accurately maintains all customer records; provides members with a professional and positive customer-service experience when handling inbound telephone traffic, radio calls, and personal visits, creating a feeling of good will toward the cooperative; promotes positive member and public relations and provide clerical support as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Must be available for on-call or on an as-needed basis during regular hours of operation.

Serve as first line GEC representative to address the needs of members and the general public who call or visit GEC offices and/or direct them to the proper department for assistance.

Receive and process payments from members for electric bills by mail, kiosks, night deposits, over the counter and drive-in window. Clear the till, check totals, process errors in the cash report, and prepare the daily bank deposit.

Collect monies and issues receipts for memberships, merchandise, and miscellaneous payments. Collect permits for all new services, meter sets, etc.

Responsible for maintenance and security of cash in the till at all times.

Process all turn-on and turn-off requests, set and remove all meters, including change name card, meter card, route slip, send final bills, cash out memberships, etc.

Enter meter readings for the monthly billing on the computer.

Cross train for and assist all other office personnel in their respective job responsibility areas as needed.

Inform Manager of Finance & Administration of important information. Strive to achieve complete understanding in communications between members and all GEC departments.

Responsible for maintaining current member information.

Review the meter reading sheets and checks all readings before the billing is run for consistency in the consumers usage and to follow-up for another meter reading if necessary for accurate billing.

Perform collection procedures including directing delinquent tagging, making payment

arrangements, follow-up on arrangements and direction of disconnection which may include after-hours work.

Receive incoming mail, sorting to appropriate personnel. Collect outgoing mail, apply postage, maintain sufficient postage at all times.

Write up trouble reports when members call or visit the office with a problem and deliver the reports to the appropriate personnel.

Perform other clerical duties as needed.

Post daily receipts.

Type letter, reports, and other clerical as needed.

Serve as custodian of the petty cash fund.

Maintain thorough understanding of Cooperative billing, policies and procedures, and rates.

Other duties as assigned by management.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SKILLS REQUIRED:

Must have excellent verbal and written communication skill; must have a thorough knowledge of basic math and be able to apply it to job responsibilities.

Must be a highly organized individual who is able to communicate effectively with other employees, members, and the public and exercise good judgment.

Must be able to operate general office equipment effectively: calculators, photocopier, FAX, mailing equipment, computers, etc.

PHYSICAL REQUIREMENTS

Must be able to sit and use a computer and other office equipment for up to eight hours; able to lift 40 pounds overhead and lift or carry up to 40 pounds.

OTHER REQUIREMENTS:

Must be able to travel and stay overnight away from the Cooperative service area as needed.

SUPERVISION RECEIVED:

Reports to Administrative Services Coordinator

RELATIONSHIPS:

INTERNAL

Administrative Services Coordinator: To function under his/her direction; to receive guidance, training and necessary approvals; and to keep informed of all problems related to the job.

Other Personnel: To work with them as a team; and to cooperate with them toward the end of maintaining an efficient organization.

EXTERNAL

Members: To assist in providing sufficient and efficient electric service; to assist in maintaining good member relationships; to encourage and promote the efficient use of electricity; and to advise and assist on problems as requested or required.

Community and General Public: To advise and assist in promoting good relationships; to participate in public affairs as required or requested; and to develop increased understanding and acceptance of the Cooperative by the public.

Educational Institutions: To participate in courses, seminars and special meetings; to improve technical skills and to obtain professional advice and services that are available.