



Price Electric Cooperative
PO Box 110
W6803 Springs Drive
Phillips, WI 54555

A Touchstone Energy® Cooperative 

JOB DESCRIPTION: CONSUMER SERVICES REPRESENTATIVE

1 JOB SUMMARY:

- 2 Under the supervision of the Manager of Member Services, position is responsible for member billing, payment processing, and maintenance of account information. Responsible for collections and disconnect processing and initial response to member account questions and concerns. Responsible for creation and monitoring of service orders for operations and to communicate policies, procedures, rates, and member programs as needed

3 POSITION RESPONSIBILITIES:

(a) CASHIER

- 1) Post cash, credit card and check walk-in or night deposit payments (as necessary) through cash register.
- 2) Set up auto-pay billing.
- 3) Prepare bank deposits.
- 4) Process returned checks and mail member notification.
- 5) Open night deposit box.
- 6) Answer concerns or requests of members who come in to the lobby.

(b) COLLECTIONS

- 1) Maintain disconnect records for disconnect procedure.
- 2) Record and process payment agreements.
- 3) Process bad debt accounts.
- 4) Refer accounts to external collection agency as necessary.

(c) MEMBER RECORDS

- 1) Process transfer/reconnect/disconnect requests.
- 2) Review and update address and name changes.
- 3) Run Check/Identity Check and notify member of any required deposit.
- 4) Update member accounts for rate change requests.

(d) MEMBER BILLING

- 1) Retrieve and upload meter readings.
- 2) Maintain knowledge of billing-related rules and regulations.
- 3) Billing process: enter billing adjustments; check and post missing meter readings as needed; review billing exception register; maintain knowledge of billing-related software applications; update power cost adjustment.
- 4) Process, record and credit accounts for rebates.
- 5) Work with members on billing adjustments required as a result of missing meter reads, failed equipment, or other circumstances.
- 6) Maintain knowledge of Price Electric Cooperative bylaws, policies and procedures, rate schedules and tariffs.

(e) RECEPTIONIST

- 1) Answer and handle member calls.
- 2) Monitor the Cooperative general e-mail account.
- 3) Open and sort bill payments.
- 4) Provide member or authorized party (county energy assistance agency) with energy usage information as requested.

(f) REMITTANCE

- 1) Process daily on-line bank payments, monthly EFT and credit card recurring payments, and daily mail payments.
- 2) Perform payment adjustments as needed.
- 3) Scan check and bill stubs and resolve all discrepancies noted by software.
- 4) Prepare and transmit bank deposits.

(g) COMMUNICATIONS

- 1) Correspond with members, management and employees through the use of word processing software, e-mail, website, monthly member magazine, social media and/or telephone.

(h) Preserve confidentiality of cooperative and member data

(i) ADDITIONAL ESSENTIAL FUNCTIONS

- 1) Maintain Cooperative image through following Cooperative Principles.
- 2) Pick up and deliver all Price Electric Mail to and from the US Postal Service as needed.
- 3) Deliver bank deposit to bank as needed.
- 4) Demonstrate general knowledge of Price Electric operations, policies, products and services.
- 5) Understand and adhere to safety rules as stated in the WECA safety manual.
- 6) Answer and records member outage calls, working outside business hours as necessary.
- 7) Filing of all generated paperwork.
- 8) Perform other duties as requested and assigned.
- 9) Provide coverage for other Consumer Service or Member Service representatives as needed.

4 POSITION SPECIFICATIONS

(a) EDUCATION:

High school diploma or equivalent required. One year of college or technical college in related area preferred.

(b) WORK EXPERIENCE:

Three years of customer service experience preferred. Previous utility or electrical experience helpful.

(c) ABILITIES AND SKILLS:

Must be skilled in the use of a personal computer. Experience with Microsoft Excel and Word preferred. Must have accurate data entry and math skills. Strong customer service skills necessary. Ability to communicate effectively, both orally and in writing. Must have ability to manage multiple tasks and work with technical information including reading maps. Experience with various forms of social media preferred.

(d) **WORKING CONDITIONS:**

Work is performed most frequently indoors sitting at a desk, but occasionally outdoors. Involves frequent interaction with members and other employees. Normally have regular hours of work. Some overtime may be required.

(e) **PHYSICAL REQUIREMENTS:**

The position requires close visual skills, good listening skills and the ability to communicate verbally with members and employees. Must be able to sit for extended periods of time. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Primarily inside work at a desk. Must be able to use office equipment such as a copier, fax machine, computer, printer, and two-way radio. Lifting objects up to 20 pounds is required.

(f) **LICENSE REQUIREMENTS;**

Valid Wisconsin Driver's License required.

5 REPORTS TO:

(a) Reports to:

Manager of Member Services

(b) Responsible for:

(Non-supervisory union position)

I acknowledge receipt of this job description and confirm my ability to perform the duties outlined based on the physical requirements outlined in this job description.

Signature: _____ Date: _____

Printed Name: _____