

TRI-COUNTY ELECTRIC MEMBERSHIP CORPORATION

POSITION SPECIFICATIONS/DESCRIPTION

POSITION: Customer Service Representative
REPORTS TO: Customer Service Supervisor
DEPARTMENT: Finance & Administration
DIRECTS: None
EFFECTIVE: April 2022
EXEMPT STATUS: Non-Exempt

PURPOSE OF POSITION:

To provide courteous, prompt, and accurate services to all Tri-County EMC members, fellow employees, and the general public; to keep Customer Service Supervisor apprised of member activities, concerns, questions and suggestions as they may occur.

MINIMUM JOB SPECIFICATIONS:

Required: High School Graduate or equivalent
Minimum of five years customer service experience which includes heavy public contact.
Excellent oral and written communication skills
Interpersonal skills to interact with customers and employees
Excellent customer relation skills
Adequate data entry skills and 10-key calculator skills
Personal computer skills
Demonstrated ability to successfully balance and complete numerous tasks and job functions simultaneously
Ability to proficiently address and resolve customer inquiries; to effectively conduct customer interviews
Passing Tri-County EMC's physical exam
Must have a valid Georgia driver's license with a verifiable safe driving record

Preferred: Associate's degree
Previous utility experience in public contact position

PHYSICAL DEMANDS: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary work.

Examples: Work performed requires frequently moving from one work station to another; standing for periods of time; frequently operating computer keyboard, cash register system and other office equipment; frequently communicating on telephone and in person, frequently counting money and operating scanning equipment.

WORKING CONDITIONS:

General office environment; heavy telephone and customer contact

WORKING RELATIONSHIPS:

Internal: Two way communication with immediate supervisor to receive direction; to provide work-related information; with supervisor to receive training and guidance; with other departments to secure support information and forward necessary correspondence and records.

External: Effectively interacts with customers to promote and explain policies, rates, procedures and programs for the Cooperative. Demonstrates an awareness that the job exists to effectively serve each and every customer, and at every opportunity to achieve increased customer and public understanding for support of the Corporation.

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KEY RESPONSIBILITIES/PERFORMANCE STANDARDS DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE FINANCE & ADMINISTRATION DEPARTMENT

NOTE: The following are major responsibilities of this position. They are not intended to cover each aspect of the position as the scope and duties of a given position may change or be temporarily altered based on the business needs of Tri-County EMC. The basic requirement of every position is to perform all tasks as assigned by the supervisor.

- I. Responds to member inquiries regarding billing and service applications
 - A. Analyzes, confirms, and responds to all routine inquiries according to established procedures in a timely manner
 - B. Ensures necessary corrections are processed; accurately maintains member master file
 - C. Actively and accurately informs members about Cooperation policies, procedures, and billing options; completes the process with accurate record keeping
 - D. Processes additional reports and records necessary to ensure accuracy
 - E. Handles all inquiries in a courteous, diplomatic and professional manner
 - F. Performs additional department duties as required

- II. Receives and processes service orders
 - A. Accurately develops and maintains computer file of member accounts
 - B. Accurately analyzes and charges any arrears due to Corporation in accordance with established procedures
 - C. Properly informs members about rates, programs, and policies
 - D. Assures accurate billing of membership fees, services changes, and deposits daily.
 - E. Accurately and timely processes voided orders

- III. Processes reports and secures additional information for customer inquiry responses
 - A. Accurately prepares requests for meter reading confirmations
 - B. Assembles information from member account records for response to customer inquiries
 - C. Accurately and timely completes easements
 - D. Accurately completes adjustment vouchers
 - E. Performs additional clerical support duties, as required

- IV. Serves as a back up to the Cashier in receiving and processing payments on member accounts
 - A. Accepts payments from members at drive-in window and front counter in a courteous and efficient manner
 - B. Accurately and timely balances cash drawer in accordance with procedures, reports all overages/shortages to Customer Service Supervisor immediately
 - C. Accurately follows cash handling procedures when processing payments
 - D. Provides backup for processing of mail payments

- V. Promotes all programs and services of the cooperative and affiliates