

CENTRAL NEW MEXICO ELECTRIC COOPERATIVE, INC.

POSITION DESCRIPTION

JOB TITLE: Member Service Representative	FLSA STATUS: Non-Exempt
REPORTS TO: Collections Supervisor	Bargaining Unit Position
DEPARTMENT: Member Services	LOCATION:
APPROVED BY: <u><i>Alice A. Hennessey</i></u> <i>Department Head</i> <u><i>[Signature]</i></u> CEO <u><i>[Signature]</i></u> Human Resources	<u><i>08/02/2018</i></u> Date <u><i>8.6.18</i></u> Date <u><i>8/2/18</i></u> Date

Job Summary

Under the direction of the Collections Supervisor, the Member Service Representative is responsible for accurately and efficiently collecting delinquent bills, maintaining customer accounts, and responding to member complaints and service problems. This position is responsible for maintaining a positive member-cooperative relationship and working with members to resolve billing and service problems throughout the CNMEC service territory.

Essential Duties and Responsibilities

- Greets walk-ins entering business offices and resolves billing and service problems and complaints.
- Receives member payments for utility bills and issues receipts as required.
- Processes miscellaneous payment types as needed (i.e. engineering fees, employee, miscellaneous receivables, etc.).
- Enters data to setup and maintain members' accounts.
- Coordinates Disconnect for Non-Pay and Hand Deliver Notice payments and communicates such information to dispatch and metering in an efficient and timely manner.
- Coordinates reconnect, transfer and disconnect service requests in an efficient and timely manner.
- Creates miscellaneous service orders as needed.
- Answers and directs incoming calls.
- Balances cash register drawers at the end of each day.
- Maintains confidentiality of customer records.
- Performs other miscellaneous job duties as assigned.

Minimum Qualifications

A high school diploma or GED is required. Two (2) years customer service experience preferred. Basic knowledge of electricity a plus. Requires demonstrated abilities and skills operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel, and Word.

Knowledge, Skills and Abilities

- Ability to learn how to operate a cash register.
- Must become familiar with CNMEC policies and procedures, the cooperative's service territory and PRC regulations.

- Ability to communicate with consumers and other employees with respect and tact, and deal with diverse groups of people.
- Must be able to take direction on a variety of projects simultaneously and meet established deadlines.
- Ability to project a favorable image for the Cooperative.

Working Conditions and Physical Effort

A person in this position usually has sufficient time to complete most tasks, although customer interactions may create a stressful environment. There are opportunities to relax from any physical exertion or to change position in work activities.

Physical Effort and Dexterity: Frequent physical activity to include sitting, standing, walking, stooping, bending, reaching, crawling, lifting and carrying office supplies and equipment under 50 pounds.

Machines, Tools, Equipment required to be operated: Capable of operating a personal computer and calculator.

Visual Acuity, Hearing, and Speaking: Comfortable in speaking with individual consumers and employees in person and with telephone and radio. Must be able to communicate clearly and accurately for work and safety compliance.

Environment/Working Conditions: Work is indoors. Normal office safety precautions and practices are required. Position may require travel in the Cooperative's service territory. Regular work schedule is Monday through Friday.

Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.