

Poudre Valley Rural Electric Association, Inc.
Job Description

POSITION: Member Service Representative
DEPARTMENT: Member Services
REPORTS TO: Billing & Member Services Director
CLASSIFICATION: Full-time (Hourly, Non-exempt)

POSITION SUMMARY

The Member Service Representative responds to member inquiries relating to new accounts, billing, delinquent accounts for electrical services by providing members information, processing payments, and processing service orders. The Member Service Representative is to build and maintain positive member relations by providing outstanding service to Association members in a courteous, professional, efficient manner, and to perform job responsibilities proficiently, with or without reasonable accommodation.

ESSENTIAL JOB FUNCTIONS

- 1) Addresses all inquiries in person, via telephone, and/or writing in a professional and courteous manner, referring to appropriate personnel/department when applicable.
- 2) Process daily remittances such as front counter payments, mail, drop box, Wells Fargo Lockbox and electronic payments applying to appropriate account; Responsible for processing daily bank draft, wire transfers, and ACH payments; required to balance a daily cash drawer and prepare a bank deposit when needed.
- 3) Process payment requests from third party agencies when accompanied with appropriate authorization for verification of electric usage, and/or payment of member accounts.
- 4) Initiates and processes all service order requests, including transfers of service, connects, disconnects, energizes, and other miscellaneous service order requests.
- 5) Establishes new member account records by obtaining and inputting all information required by the Cooperative into the Enterprise Software Applications (ESA). Cross references the new member information with membership records in the ESA to prevent duplication of records. Cross references the new member information with the uncollectable account records in the ESA to collect or transfer amounts owing to the new account and charges the member a deposit when necessary.
- 6) Calculates member deposits based on credit history and unpaid balances. Inform member by telephone and/or written communication of deposits and fees to be paid before service connections. Inform new members of options available to waive deposit when applicable.
- 7) Issues account specific agreements for member accounts upon request, joint responsibility notification, landlord agreements, and medical certificates. Processes the returned agreement by entering agreement information on member account.



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- 8) Familiar with Association's policies and procedures, rules and regulations, rates, and their practical application concerning connects, disconnects, reconnects, subterfuge, collections, budget billing, capital credit allocations and retirements, and able to effectively explain the same to members.
- 9) Review pending collections/special collections service order checklist and take appropriate action on exception orders; reviews the active accounts delinquent listing to ensure all collection/special collection service orders are completed.
- 10) Process returned payments and take appropriate action for collection of funds due.
- 11) Review remittance reports for reconnects of service and take appropriate action as necessary.
- 12) Handle all aspects of processing Capital Credit Heir Claim Forms, and responsible for capital credit check research, reissuing, and records.
- 13) Review and process Cooperative Response Center and Association online electronic emails daily and resolve issues concerning account inquiries.
- 14) Process returned mail, member forms and written confirmations. Responsible for mail room functions including sorting and delivery of daily mail received, processing outgoing mail, and maintain/balance postage permits.
- 15) Responsible for processing and mailing member bills, final delinquent disconnect notices, written confirmations and new member letters.
- 16) Responsible for processing automatic payment authorization forms, monthly annual deposit refunds, and electric account late fees.
- 17) Provides member service support for all services offered by Poudre Valley REA. Must be able to react to change productively and assist in other duties/responsibilities assigned by management to ensure effective company operation.
- 18) Work according to the safety rules and company policies, as adopted by PVREA and is responsible for own safety and reports all accidents in accordance with Association policies.
- 19) Support the strategic goals of the organization in accordance with the Associations' Strategic Plan. Collaborate effectively and successfully with fellow employees to achieve department and company-wide goals and build a team-focused environment.
- 20) Assist in the emergency restoration of facilities during storm or general outages.
- 21) Regular and predictable attendance are essential functions of the position.



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22) Perform other duties within his or her capabilities as directed by his or her supervisors.

JOB QUALIFICATIONS

Education and/or formal training needed: High school diploma or equivalent is required; business school or college-level coursework in business is preferred.

Experience needed: Two years customer service experience in consumer services/billing office is required. Electric Utility, especially Cooperative, experience is preferred. Microsoft Word, Excel, and Outlook experience is preferred.

Knowledge, skill and abilities needed: He/she must be able to work well under pressure, meet deadlines, stay organized, and work independently and efficiently; must be able to tolerate repetitious work and maintain a pleasant attitude with members and co-workers; must also be able to work without supervision, work well with other people, and to accept the responsibility for the direction, control, or planning of an activity; adaptability to perform a variety of duties, often moving from one task to another of a different nature, without loss of efficiency or composure, is necessary. Oral/written fluency in Spanish is preferred.

Drug/Alcohol: A drug/alcohol test is administered to all job offer recipients, as well as a background check.

Driving: Must possess a valid Colorado Driver's License and operate a company non-DOT vehicle.

Mental Demands: He/she must be able to work well with the public, Association members, and other Association employees. He/she needs to be able to remember what was done and schedule and prioritize future work, stay alert even when the work is repetitious, including remaining logged into the phone system as required by the daily schedule, and work well with detail. He/she must be able to learn new procedures and equipment, and demonstrate flexibility in all areas. The position requires basic ingenuity, problem solving and analytic ability; auditory discrimination and the ability to write basic to complex sentences. The position can be stressful at times; however, composure must be maintained at all times with members and co-workers.

Physical Demands: He/she must be capable of performing the Essential Job Functions of the position with or without reasonable accommodation.

- Adequate eyesight is required for reading computer screens and hardcopy, and dexterity for entering data quickly.
- Job requires sitting, standing, walking, bending, and reaching. Requires good finger dexterity, repetitive motions with hands and fingers, and at times exert force up to 10 pounds.
- Must be able to sit and/or stand for extended periods of time.
- Conversations are conducted frequently, to express or exchange ideas by means of the spoken word. These communications may take place in an area that may have background noise.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth vision and the ability to focus.



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MATERIALS AND EQUIPMENT USED

General office equipment including, but not limited to, personal computer, printer, phone system and headset, scanner, copy machine, inserter, mailroom equipment and two-way radio.

WORKING CONDITIONS

The work environment is a comfortable office environment. There is adequate lighting, heating, cooling etc. The noise level is estimated to be 50-90 decibels.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.



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