

**Oconee Electric Membership Corporation
Dudley, Georgia**

Member Services|Marketing Representative

I. JOB SPECIFICATIONS

EDUCATION:

- High school graduate or equivalent required.

EXPERIENCE:

- One-year experience in working with the public in providing a service or in public cashing required.

KNOWLEDGE AND SKILLS:

- Should have an effective working knowledge of general office procedures and be able to operate office equipment.
- Must be able to read and write English.
- Must be able to speak and understand spoken English.
- Must have the ability to use computer hardware and software, to the degree necessary to perform the requirements of the position.
- Must be able to perform detailed work with a high degree of accuracy.
- Must possess excellent interpersonal skills in dealing with an increasingly diverse membership, with a special emphasis on listening skills and resolving problems with irate customers.
- Must be well organized, able to plan work and meet frequent deadlines.
- Must be able to clearly and concisely communicate in verbal and written form in providing information to employees, members, general public, and other individuals and groups as may be necessary.
- Must know the policies, procedures, programs, and initiatives of the Cooperative and be able to explain them to members and to market the organization's services.
- Must maintain a Georgia Notary Public commission.

SPECIAL WORKING CONDITIONS:

- Position requires occasional overnight travel for training and other meetings.
- Must be willing and able to report for duty during inclement weather, including snow and ice.
- Occasional unscheduled, unplanned overtime will be required.
- Position is subject to call-in for large outages.

II. JOB DESCRIPTION

A. OBJECTIVE

1. To receive and account for payments by member-consumers.
2. To provide first-line assistance concerning payments, billing and service inquiries or complaints.
3. To assist with external marketing and communication (i.e. social media, LiveWires newsletter and community events)
4. To act as welcoming liaison for member-consumers, general public and cooperative employees.
5. To initiate the application for service process.
6. To ensure the proper handling of past due accounts, extensions and collections.

B. REPORTING RELATIONSHIPS

1. Reports to Member Services Manager
2. Directs no one.

C. RESPONSIBILITIES AND DUTIES

1. Receives payment from member-consumers and enters transactions into billing program.
2. Opens and processes mail, night-depository payments and ensures that amount balances with billing.
3. Balances currency, coins and checks in cash drawer at the end of the day and compares totaled amounts with member-consumer stubs and computer balance and prepares bank deposits.
4. Prepares daily cash collection sheets to balance with cash posted and cash deposited and balances with computer generated reports daily.
5. Processes changes and updates member-consumer records in the computer billing system and capital credit system.
6. Completes process of payment for line extensions, underground fees, sales of non-electric services or products.
7. Enters service orders per member-consumer request and routes to appropriate department.
8. Handles incoming phone calls in a professional manner, giving assistance when possible, otherwise directs callers to appropriate personnel.
9. Welcomes on-site visitors, determines the nature of the business and announces visitors to appropriate personnel.
10. Answers member-consumer inquiries about billing and account information. Provides information to members as requested concerning payments, due dates, bill amounts and residential deposits and fees.

11. Talks with individuals by phone or in person and initiates applications for services. Provides the customer with information about company policies and practices such as billing procedures, payment requirements, capital credits, rates, Annual Meeting and other services.
12. Prepares and provides member-consumers with information of products and services through issuing new member packets and is able to explain policies and procedures concerning billing, payment requirements and fee requirements for initial service.
13. Handles communication with agencies such as Salvation Army, Community Action Agency Centers, DFACS, etc. for member-consumer payment assistance.
14. Handles communication with credit agencies, verifying information and preparing monthly collection activity reports.
15. Make appointments for engineering representatives with new member-consumers.
16. Initiates the investigation of high bill complaints with meter check readings, meter testing, etc. Follow-up with member-consumer concerning the results of the investigation with recommendations from the supervisor.
17. Initiates corrective action for billing errors discovered and forwards to appropriate personnel.
18. May grant payment extensions using current policies and procedures.
19. Keeps accurate account of time according to work task codes by completing time sheets entry and submitting to supervisor.
20. Ensure work area is kept in neat and safe manner.
21. Ensures safety rules are followed at all times and attends employee safety meetings.
22. Participates in first-aid and CPR training as called upon.
23. Reports all accidents, illnesses, or other mishaps to supervisor.
24. Keep informed of Oconee EMC Service Rules and Regulations and Board policies.
25. Cross-train with other positions to broaden knowledge of company operation.
26. Promotes corporate efficiency through communication and cooperation within and with other departments.
27. Attends meetings and industry-type seminars as requested.
28. Attends and assists with Annual Meeting.
29. Performs other duties as called upon.

D. OTHER RELATIONSHIPS

Establishes and maintains the following contacts and relationships for the purpose of coordination and communication:

1. Member Services - Provides information of daily payment transactions, connects, reconnects, disconnects, and collections.
2. Engineering and Operations - Coordinates to ensure that customers' service requests are properly handled.
3. Executive - Coordinates to ensure that visitors and customers are greeted and received.