

# KODIAK ELECTRIC ASSOCIATION, INC.

## POSITION GUIDE

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| <b>POSITION TITLE:</b> Accounts Payable/Member Services Representative |   |
| <b>DEPARTMENT:</b> Finance and Administration                          | <b>REPORTS TO:</b> Controller   |
| <b>FLSA STATUS:</b> Full-Time Union Position                           | <b>STARTING SALARY:</b> \$19.32/hour<br><b>PRODUCTION LEVEL:</b> \$24.15/hour |
| <b>APPROVED BY:</b> _____<br><i>President/CEO</i>                      | _____<br><i>Date</i>  |
| <b>APPROVED BY:</b> _____<br><i>Department Manager</i>                 | _____<br><i>Date</i>  |
| <b>APPROVED BY:</b> _____<br><i>Supervisor</i>                         | _____<br><i>Date</i>  |
| <b>RECEIVED BY:</b> _____<br><i>Employee</i>                           | _____<br><i>Date</i>  |

### I. OBJECTIVE

To provide efficient and effective accounts payable and member services functions in a confidential manner, utilizing KEA's established policies, practices, and requirements. Maintains excellent public relations with members and co-workers. Renders prompt, efficient, and courteous assistance in receiving payments, requests for service, connects, changeover, disconnects, and trouble calls. Safeguards cooperative funds from the time of receipt through the completion of the daily deposit and posting of cash.

### II. REPORTING RELATIONSHIP

- A. **Reports to:** Controller
- B. **Supervises:** No Line Authority

### III. RESPONSIBILITIES AND AUTHORITIES

1. Becomes well informed on established rules and regulations for electric service, rate schedules, capital credit information, and policies.
2. Responsible for accurate, efficient and complete confidentiality of all accounts payable and customer service transactions.

3. Responsible and accountable to ensure all duties of the position are completed within time limits by setting priorities to accomplish work in an orderly manner without undue delay. Advises when workload prohibits prompt action.
4. Responsible for prompt communication to the Controller or Manager of Finance and Administration all matters brought to your attention that are sensitive in nature relating to confidential information that may have an adverse impact on the cooperative.
5. Responsible for helpful, courteous and positive communication with employees, vendors and the KEA membership to foster positive relationships.
6. Responsible for keeping an accurate up-to-date Operations Manual on position functions and procedures.
7. Responsible for setting up and maintaining vendor/accounts payable records and files.
8. Responsible to keep daily logs and provide backup documentation for maintaining vendor records.
9. Provides accurate subsidiary ledgers and balances payroll accounts as assigned.
10. Performs prompt, accurate review and coding of invoices and credit card payments as directed.
11. Prepares accurate bank deposits and balances cash on a daily basis when required.
12. Assists with daily monitoring, analyzing, and maintenance of the AMI system.
13. Responsible for making payment arrangements, monitoring the payment schedules, and initiating disconnect procedures utilizing proper notification as outlined in the Rules and Regulations for Electric Service.
14. Responsible for analyzing customer accounts to offer value added services and special promotions, including but not limited to autopay, prepaid, Operation Round Up<sup>®</sup>, early retirement of capital credits, and donation of capital credits to the KEA Educational Foundation.
15. Responsible for daily sort and delivery of mail, and runs errands as needed.

#### **IV. ACTIVITIES UNIQUE TO THIS POSITION**

1. Receives requests from members relating to changeovers, disconnects, connects, and trouble calls, and generates tickets for appropriate action.

2. Receives member payments. Issues receipts and keeps proper documentation of payments. Correctly handles accounting of consumer payment requests through credit card system. Uses extreme caution in handling money properly to avoid any shortages or overages.
3. Accurately posts all payments.
4. Takes applications from new members, collects appropriate customer deposits, issues letters of credit, and approves incoming credit references.
5. Discusses any special arrangements for payments with the Controller.
6. Maintains records on the Energy Assistance Program and recommends filing to those members who may qualify. Suggests other resources where members may find other financial help.
7. Maintains accurate records of all NSF checks returned by the bank. Takes appropriate action to ensure payment of the NSF checks.
8. Maintains Rental Agreements. Keeps rental agreement file updated through correspondence with members, real estate agents, and borough or city agencies. Tracks additional information requiring an agreement be updated or canceled.
9. Maintains payment plans for deferred payments and deferred deposits on a daily basis. Initiates notices when payment plans are not kept up. Prepares disconnects when necessary.
10. Responsible for proper storage and retrieval of cash and kiosk.
11. Maintains proper quantities of forms pertaining to the Member Services department to ensure they are ready and available for use at all times.
12. Is responsible to update all member contact information to include the most up to date mailing address, phone number and email address.
13. Undertakes collection activities in accordance with KEA's Rules and Regulations for Electric Service.
14. Performs various other tasks assigned by the Controller. Items listed in this position guide are not a complete listing of all duties that will be performed, but are typical.

## **V. RELATIONSHIPS**

All employees are required to comply with all provisions outlined in the KEA Policy Manual and the KEA/IBEW Labor Agreement.

### **A. Internal**

1. Takes direction from the Controller and assists other departments as requested or necessary.

2. Works closely with the Manager of Finance and Administration and the Accountant/Bookkeeper.
3. Assists and/or seeks assistance from department managers and supervisors when necessary for job performance.

**B. External**

1. Communicates with vendors, banks, and auditors,
2. Assists all members of the Cooperative when requested.

*Disclaimer Statement:* This position guide has been written to reflect management's assignment of essential functions, and does not constitute a written or implied contract of employment. It does not prescribe or restrict the tasks that may be assigned. KEA reserves the right to revise or change job duties and responsibilities. All requirements are subject to possible modification to reasonably accommodate individuals with a disability. *Note: The Position Specifications document is a separate document from this Position Guide, but has been attached to this document for ease in reading.*

# **KODIAK ELECTRIC ASSOCIATION, INC.**

## **POSITION SPECIFICATIONS**

### **POSITION TITLE: ACCOUNTS PAYABLE/MEMBER SERVICES REPRESENTATIVE**

#### **I. EDUCATION/EXPERIENCE**

Two-year college degree in a business-related field is preferred; may substitute with an equivalent combination of education and experience. High School education or equivalent required. Two years previous employment in an office environment with accounting responsibility is preferred. Working knowledge of generally accepted governmental accounting standards is preferred.

#### **II. SKILLS, ABILITIES AND KNOWLEDGE**

Must have the ability to work independently and without supervision. Must have strong organizational skills with the ability to multi-task. Must be able to communicate effectively orally and in writing. Office skills must include the ability to operate office equipment as necessary. Strong computer skills in MS Office Suite are required.

#### **III. OPERATING GUIDELINES**

Must have the ability to obtain an understanding of the cooperative philosophy, capital credits, and a general knowledge of daily operations and interactions at the cooperative. Understands the costs to do business and views self as a resource in controlling business costs by working efficiently and using cost effective materials and equipment. Understands that value and safety are important aspects of the business. Is a team player working to make the cooperative responsive, proactive, and of value to the community.

#### **IV. WORKING CONDITIONS**

Work is generally performed in a controlled smoke-free office environment. Must have a valid Alaska driver's license to operate company vehicles and be insurable under KEA's present insurance rate structure. Must have full use of hands; position requires sitting, standing, walking, climbing stairs, hearing, seeing, reading, talking, and understanding the English language well enough to communicate courteously, consistently, and accurately with employees and members. Appearance must project a professional and positive image for the cooperative. Overtime hours are required from time to time. All KEA employees are expected to work overtime when required during power restoration activities and to accomplish other projects.

Note: Complete achievement of certain of the above specifications may not be required if, in the opinion of the KEA hiring supervisor, a particular candidate possesses significant offsetting characteristics, such as past accomplishments, experience, education, or estimate of future potential. Should an applicant be deficient in certain educational achievements, offsetting experience may be substituted or vice versa.