

KODIAK ELECTRIC ASSOCIATION, INC.

POSITION GUIDE

POSITION TITLE: Member Services Representative		
DEPARTMENT: Finance and Administration	REPORTS TO: Controller	
FLSA STATUS: Full-Time Union Position	STARTING SALARY: \$21.03/hour PRODUCTION LEVEL: \$26.28/hour	
APPROVED BY:	_____	_____
	<i>President/CEO</i>	<i>Date</i>
APPROVED BY:	_____	_____
	<i>Department Manager</i>	<i>Date</i>
APPROVED BY:	_____	_____
	<i>Supervisor</i>	<i>Date</i>
RECEIVED BY:	_____	_____
	<i>Employee</i>	<i>Date</i>

I. OBJECTIVE

Maintains excellent public relations with members and co-workers, and renders prompt, efficient and courteous assistance in receiving payments, requests for service, connects, changeovers, disconnects, and trouble calls. Safeguards cooperative funds from the time of receipt through the completion of the daily deposit and posting of cash. Ensures that all member information is handled in a confidential manner.

II. REPORTING RELATIONSHIP

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

III. RESPONSIBILITIES AND AUTHORITIES

- A. Responsible and accountable to ensure all duties of the Member Services Representative 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.
- B. Becomes well informed on established rules and regulations for electric service, rate schedules and policies, the RUS Uniform System of Accounts, and capital credits information.

- C. Prepares accurate bank deposits and balances cash on a daily basis when required.
- D. Assists with daily monitoring, analyzing, and maintenance of the AMI system.
- E. Originates and types various correspondence to communicate with the membership in all areas of the position.
- F. 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. Prepares disconnect notices as needed.
- G. Coordinates service order requests with the engineering department. Works service orders and tickets and maintains accurate member, location, and light information, and coordinates with the engineering department in maintaining the meter and transformer history files.
- H. Becomes familiar and efficient in utilizing customer service information software. Reviews and implements quarterly enhancements pertaining to position
- I. Monitors cash level in kiosk. Performs cash pulls and follows safe cash-handling procedures as required.
- J. Responsible for analyzing customer accounts to offer value added services and special promotions, including but not limited to: autopay, prepaid, Operation Round Up[®], and donation of capital credits to the KEA Educational Foundation.
- K. Responsible for preparing and maintaining a desk workbook outlining job functions and procedures.
- L. Maintains contact tracking data in IVUE.
- M. Performs all other duties as required.

IV. ACTIVITIES UNIQUE TO THIS POSITION:

- A. Receives requests from members relating to changeovers, disconnects, connects, and trouble calls, and generates tickets for appropriate action.
- B. 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.
- C. Accurately posts all payments.
- D. Takes applications from new members, collects appropriate customer deposits, issues letters of credit, and approves incoming credit references.
- E. Discusses any special arrangements for payments with the Controller.
- F. 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.

- G. Maintains accurate records of all NSF checks returned by the bank. Takes appropriate action to ensure payment of the NSF checks.
- H. 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.
- I. Maintains payment plans for deferred payments on a daily basis. Initiates notices when payment plans are not kept up. Prepares disconnects when necessary.
- J. Electronically scans in important membership documents in a timely and accurate fashion for recordkeeping purposes.
- K. Responsible for proper storage and retrieval of cash from safe daily.
- L. Assists in developing new ideas and maintaining the member handbook.
- M. Maintains proper quantities of forms pertaining to the Member Services department to insure they are ready and available for use at all times.
- N. Is responsible to update all member contact information to include the most up to date mailing address, phone number and email address.
- O. Undertakes collection activities in accordance with KEA's Rules and Regulations for Electric Service.
- P. 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.

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: MEMBER SERVICES REPRESENTATIVE

I. EDUCATION/EXPERIENCE

High School education or equivalent required. Two years previous employment in an office environment including direct customer service and relations is preferred.

II. SKILLS, ABILITIES AND KNOWLEDGE

Must have the ability to work independently and without supervision. Must be able to communicate effectively orally and in writing. Office skills must include the ability to operate 10-key calculator accurately and rapidly and other office equipment as needed. Computer skills in MS Office Suite and Internet preferred.

III. OPERATING GUIDELINES

Must be able to achieve 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. 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.