

KODIAK ELECTRIC ASSOCIATION, INC.

POSITION GUIDE

POSITION TITLE: Member Services Representative/General Office Clerk	
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

To provide efficient and effective member services and accounting functions in a confidential manner, utilizing KEA's established policies, practices, and requirements. Provides and maintains excellent public relations with the membership and all 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.

II. REPORTING RELATIONSHIP

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

III. RESPONSIBILITIES AND AUTHORITIES

A. Member Services Representative

1. 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.

2. 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.
3. Prepares accurate bank deposits and balances cash on a daily basis when required.
4. Assists with daily monitoring, analyzing, and maintenance of the AMI system.
5. Originates and types various correspondence to communicate with the membership in all areas of the position.
6. 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.
7. 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.
8. Becomes familiar and efficient in utilizing customer service information software. Reviews and implements quarterly enhancements pertaining to position
9. Monitors cash level in kiosk. Performs cash pulls and follows safe cash-handling procedures as required.
10. 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.
11. Responsible for preparing and maintaining a desk workbook outlining job functions and procedures.
12. Maintains contact tracking data in IVUE.
13. Performs all other duties as required.

B. General Office Clerk

1. Assists with daily sort and delivery of mail.
2. Monitors shared accounting email to ensure all inquiries are handled timely and information is routed to the appropriate department for attention.
3. Assists accounting department and member services with month-end and year-end.
4. Assists with maintaining company master files for fleet, asset management, material inventory, and purchase orders.
5. Assists with accounts payable and bank reconciliation process
6. Assists with annual inventory process.
7. Becomes familiar with cooperative business model pertaining to capital credit allocations and retirements and assists with yearly capital credit processes.

8. Becomes familiar and efficient in utilizing accounting and customer information software.
9. Originates accurate communication, both oral and written, with the membership in all areas of the position, utilizing proper procedures as outlined in the Rules and Regulations for Electric Service.
10. May be required to participate in courses and seminars to improve skills.
11. Items listed in this position guide are not a complete listing of all duties that will be performed but are typical.

IV. 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, Office Manager, and the Billing/Member Service Representatives.
3. Assists and/or seeks assistance from department managers and supervisors when necessary for job performance.

B. External

1. Communicates with vendors, banks, auditors, and representatives of IBEW, Alaska Electrical Trust Fund, CoBank, NRECA, and CFC.
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.*

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POSITION SPECIFICATIONS

POSITION TITLE: MEMBER SERVICES REPRESENTATIVE/GENERAL OFFICE CLERK

I. EDUCATION/EXPERIENCE

Four-year college degree in a business-related field is preferred; may substitute with an equivalent combination of education and experience. High School diploma 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

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.