



POSITION DESCRIPTION AND SPECIFICATIONS

POSITION TITLE: CUSTOMER ACCOUNT REPRESENTATIVE (On-Call)

EEO Group: Administrative Support Workers

Overtime Status: Non-Exempt
Bargaining Unit Position: T-41.0

Division: Administrative

Department: Financial Services

Section: Customer Account Representatives

Reports To: Supervisor, District Business Office

Position Summary: In the absence of Regular Full-Time Customer Account Representative, reports to work on an on-call basis. Receives and properly accounts for member-consumer payments and answers inquiries and resolves complaints with member-consumers.

Essential Duties and Responsibilities:

1. Observes CEMC safety rules, procedures, safety policies, and bulletins.
 2. Receives and processes member-consumer payments of bills and other fees collected at the drive-thru window and counter following proper accounting procedures. Verifies monies and payments of bills received through the night deposit, district mail and from collection agencies. Balances cash drawer and makes bank deposit(s) daily.
 3. Monitors radio and pending service orders in work queues and printers. Dispatches service crew(s) and meterman-collector, as needed.
 4. Answers inquiries and resolves member-consumer complaints. Generates a record of customer contact to member-consumer's account.
 5. Assists with answering telephones during outages and peak periods, to include after regular working hours, as needed.
 6. Opens and transmits mail for applicable district office. Prepares correspondence for district office, as needed.
 7. Initiates service orders for installations, connections, disconnections or changes to electric service. Closes all service orders promptly upon completion.
 8. Issues meter bases, when needed. Records releases as received from the state electrical inspector and processes appropriate service order.
 9. Maintains files and necessary records for operation of the District Office.
 10. Places courtesy calls to member-consumers, as needed.
 11. Serves as receptionist.
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Equipment Used:

Desktop Computer, telephone, two-way radio, printer/copier/fax/scanner, and calculator.

Software Used:

NISC IVUE including Customer Information Package, Cash Register, and Miscellaneous Receivables; Microsoft Office products, including Outlook, Word, Excel, and Access.

Education Degrees, Certificates, Licenses, and/or Training: *Exceptional favorable experience may be considered for a portion of the education requirements.*

Required: High School Diploma or equivalent.
Valid Drivers License.

Preferred: Two years of post-secondary education.

Experience, Knowledge, Skills, and Abilities: *Exceptional favorable education may be considered for a portion of the experience requirements.*

Required: Minimum of one year's applicable experience in a position working with the public and collecting and accounting of monies.

Effective working knowledge of accounting procedures and ability to maintain accurate records.

Effective working knowledge of applicable software and ability to operate applicable equipment with an acceptable degree of speed and accuracy.

Ability to communicate professionally, courteously and effectively, both orally and in writing.

Ability to work under pressure and multitask without becoming distressed, plan and organize work, and have readable penmanship.

Ability to work independently, assume responsibility, and handle large sums of money accurately.

Ability to be of service to the member-consumers at all times, to include recognizing customer needs and relaying information to supervisor.

Ability to work with all cooperative employees.

Preferred: Minimum of one year's experience in the electric utility industry.

Residency: Must reside within the applicable District Service Areas or forty-five (45) minutes of the assigned district offices. If currently living outside these requirements, must be willing to relocate residence within the first ninety (90) days of employment.

Physical Demands: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

Visual Acuity, hearing, lifting and carrying from 20 to 40 pounds, standing, walking, sitting, stooping, bending, squatting.

Working Conditions:

Primarily works on-call at two or more district offices during regular working hours.

The number of hours worked per day and/or week will depend on the need in the individual district office(s).

May work erratic working hours and under pressure to assist during emergency electrical outages as requested.

Primarily works within office with frequent interruptions and use of computer.

Occasionally drives or travels to off-site meetings or training, which could require overnight stays.

This position description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required.

CEMC reserves the right to revise or change the description and specifications as the need arises.

This position description does not constitute a written or implied contract of employment.