

VERENDRYE ELECTRIC COOPERATIVE, INC

POSITION DESCRIPTION

TITLE: **Customer Service Representative**

DEPARTMENT: **Business Department - Minot Office**

REPORTS TO: **Business Manager and Collections Supervisor**

POSITION SUMMARY AND MAJOR RESPONSIBILITIES:

This position is primarily a customer service representative in the Minot office and will also be the primary person to perform backup duties of a front desk receptionist. Occasionally this position will work out of the Velva office when necessary due to vacations, sick leave, and employee meetings.

Customer Service Representative Duties:

Must display a positive attitude, is self-motivated, organized, detail-oriented, out-going, possess good people skills, eager to take on challenges and learn new tasks, and achieve the goals of management and the cooperative.

Provide our members and others with prompt, courteous service that results in good customer and public relations. Will spend majority of the day on the phone with our members.

Must be computer literate and have a solid working knowledge of Microsoft Word, Excel, Outlook, and Adobe Acrobat. Must be able to understand Excel formulas, create spreadsheets, analyze data, and possess a high degree of independent problem-solving skills.

Must actively train on the cooperative's complex National Information Solution Cooperative (NISC)'s computer system to become proficient in its use. This software is continually changing, thus must be willing to learn, test and implement continual software changes.

Perform various daily spreadsheet balancing.

Assist members with billing and energy use questions and be able to decipher member usage patterns through use of graphs and calculating numeric data. Understand VEC's billing rate structure and procedures in order to answer member questions.

Processing of connects, disconnects, account transfers, and over the phone payments. Correct billing errors and assist in solving billing complaints.

Analyze meter usage reports to determine possible metering issues and work closely with the engineering department to resolve those issues.

Accurately complete equipment change outs on member accounts.

Provide and carry heavy equipment such as meter sockets and water heaters for the member service and engineering department as needed.

Assist with delinquent account monitoring and processing. Be able to effectively communicate and work with disgruntled delinquent customers.

Assist with collecting payment on both active and inactive account receivables including but not limited to sending emails, making phone calls, making payment arrangements, and processing accounts.

Assist with and understand government assistance programs such as the Low-Income Heating and Energy Assistance Program (LIHEAP), Community Action, ND Rent Help, and Energy Share by communicating with both our members and the state while processing new and current applications daily

Operate all business office machines.

Attend/assist with VEC member meetings when necessary.

Assist in achieving a greater degree of teamwork by performing other duties and activities as assigned, with a willingness to learn.

Receptionist Duties (serve as backup when the receptionist is not available or out of the office):

Serve as a receptionist, handling multi-line telephone calls and face-to-face inquiries to provide accurate and courteous service to the cooperative's members.

Must be able to work alone in the office as needed for answering calls and walk-in coverage.

Picking up, opening, sorting, and distributing incoming mail.

Post electric and member services payments through cash drawer or electronically. Handle a high volume of cash and checks and be able to accurately count back change to the member. Reconcile cash drawer each day and prepare the bank deposit slip.

Maintain and reconcile petty cash account.

Ensure that the office is open on time and that the Cooperative is ready to do business no later than the assigned work starting time. Ensure the office is properly closed down at the end of each work day.

Maintain the filing system, whether in paper format or electronic format. Actively scan in documents into the computer system.

Provide secretarial and administrative support at both the Minot and Velva offices as required.

Preferred Requirements:

High school diploma or equivalent required

4 year business administration or related degree preferred

Previous experience in customer service/phone support (minimum 1 year)

Previous experience with delinquent collections preferred

Excellent oral and written communication skills required

Knowledge & training in all MS Office software, especially Outlook, MS Word and MS Excel required

Knowledge of acrobat adobe software required

Driver's License required