

OKEFENOKE RURAL ELECTRIC MEMBERSHIP CORPORATION
NAHUNTA, GEORGIA

JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE

I. OBJECTIVE

- A. To provide maximum service to the customers by:
 - 1. Providing accurate information concerning deposits, meter readings, billing information, collection policies, security lights, rates, service rules and regulation, and service order procedures to new customers moving within the service area, customers terminating service, and customer who currently have service; thereby creating a good understanding between the customers and the Cooperative.
 - 2. Providing accurate handling and recording of cash received in the customers records. To maintain all necessary records and information required to insure accurate customer billing and proper completion of service requests.
 - 3. Promoting a high standard of morale and team effort.
- B. To achieve increased public support and acceptance of programs and objectives of the Cooperative.

II. REPORTING RELATIONSHIPS

- A. Reports to: Customer Service Supervisor
- B. Directs: None

III. RESPONSIBILITIES AND AUTHORITIES

- A. Performs Personally
 - 1. Opens night deposit daily and provides an adequate supply of coin envelopes for the night deposit.
 - 2. Receives cash collections over-the-counter, through the drive-in windows and from metermen.
 - 3. Closes and balances cash drawer daily. Reports any discrepancies.
 - 4. Actively supports all marketing efforts of the Cooperative and encourages all employees to do same.

5. Receives applications for services and prepares the required service order according to established procedures.
6. Receive calls from customers relating to billing questions. Must understand all cooperative policies and procedures relating to customer billing, meter reading and collection procedures.
7. Be familiar with monthly kWh consumption to verify the validity of a meter reading.
8. Receive requests for service by customers, including: reconnection, disconnection, new service, security installation or repair, service change-out, service cut-loose, voltage complaints, power failure, meter test, meter base orders, and address changes. Prepare proper service orders for each and insure that the customer knows what is required of them.
9. Be thoroughly familiar with all information, codes, and procedures necessary for the processing and closing of service orders to the customers' accounts. Assist in the filing of closed service orders.
10. Determines amount of customer deposit prior to connection of service, in accordance with established policies and procedures.
11. Grants extensions on customer's accounts within the guidelines provided by policies and procedures, and enters such arrangements into the system.
12. Operates telephone switchboard as required.
13. Assist in dispatching to metermen.
14. Participate in job safety activities of the Cooperative.
15. Make every effort to help customers increase their understanding and acceptance of Cooperative's plans, programs, procedures and policies.
16. Greets customers and visitors courteously and guides them to appropriate location in building.
17. Resolves customer complaints, where possible, otherwise routes them to the proper person.
18. Gives walk-in applicants employment forms.
19. Operates office machinery such as calculator, typewriter, copy machine, computer terminal and other related equipment.
20. Be familiar with the system maps and locations of our service areas.

21. Notifies collection supervisor when a payment is received on past due accounts.
22. Keeps informed of all Cooperative policies and procedures.
23. Participates in Annual Meeting as required.
24. Performs such other activities as required.

IV. RELATIONSHIPS

A. Internal

1. Customer Accounting Coordinator and Collection/Sr. Customer Service Representative - To request advice and assistance as required; to confer on problems; to seek necessary approvals on delinquent account extensions.
2. Other employees - To make every possible effort to maintain good working relationships with other employees, improving morale, exchanging ideas, work progress information, and job experience that will benefit the entire Cooperative organization.

B. External

1. Customers - To courteously answer customer inquiries, and if unable to do so, to direct them to the appropriate person, to make every effort to gain their increased understanding and acceptance of the Cooperative's plans, programs, and policies; to provide information on request for service, meter reading, billing, and collection procedures, and any other information.
2. General Public - Maintain good relations in all contacts with the general public.

JOB QUALIFICATIONS

EDUCATION

High school graduate, including courses in bookkeeping and other business subjects.

EXPERIENCE

Should have working knowledge of principles and practices involved in basic office procedures, record keeping, and resolving customers' complaints. Must have a thorough knowledge of OREMC's retail rates, billing, collection, and service request procedures.

ATTITUDE

Must be interested and believe in Cooperative's objectives and programs. Must be willing to develop in a position, which involves increasing responsibilities, as a primary image of OREMC. Must project a favorable impression to customers and the public. Must be able to adjust to varied duties.

ABILITIES AND SKILLS

Must be proficient with calculator and computer terminal. Should be skilled in resolving customer complaints and answering customer inquiries. Must be skilled in maintaining accurate records of cash receipts and establishing effective controls. Should be able to accurately prepare all reports and records required for the job. Must have the ability to courteously and tactfully communicate with customers and the general public under difficult circumstances, and at the same time uphold cooperative policies. Public relations are of the utmost importance.

WORKING CONDITIONS

Inside, under controlled conditions and normally regular work hours. Volumes of work are irregular.

REQUIREMENTS OF JOB

The physical requirements of this position are as follows:

Lifting, Pushing, and Pulling

Up to 10 lbs is required frequently

It is also required that the following is performed on a frequent basis:

Bending at the waist, Gripping objects, Stretching or reaching, Kneeling, Standing, Sitting, Walking, Crouching, Twisting (rotating body while in a sitting position), Twisting (rotating body while in a standing position), Grasping or Gripping (to grasp with thumb in opposition to fingers or palm).

The mental demands of this job are as follows:

(Classifications are: Very Limited, Limited, Intermediate, Considerable, Substantial, Very Substantial)

Decision Making -

Substantial (e.g., decisions such as those in determining proper service order procedures, customer credit extensions.)

Reasoning in Problem Solving -

Substantial (e.g., use of logic or scientific thinking to define problems, collect information, establish facts, and draw valid conclusions.)

Planning/Scheduling

Considerable (e.g., a fair amount of planning or scheduling is required.)

A high degree of capability is placed on doing the following:

Compiling, Classifying, Gathering Information, Transcribing, Analyzing information or data.

A high degree of emphasis is placed on the following:

Job-Related Knowledge and Short-Term Memory.