

Maquoketa Valley Electric Cooperative
Job Description NRECA Job Code - 12Z

Job Title: Customer Service – Electric

SUMMARY

As a representative of the Cooperative, the Customer Service – Electric communicates with Cooperative members and customers by receiving and responding to their in-bound telephone calls and emails. The Customer Service Representative - Electric safeguards the Cooperative's financial assets by providing accurate and timely collection of consumer accounts and updating information with minimal supervision required. This position promotes good member relations by providing information and assistance to members.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Answer in-bound calls and emails in a prompt, courteous and efficient manner.
- Assist members with billing questions and other questions
- Codes and posts payments. Prepares deposits for the bank
- Receive, log and route outage calls
- Responsible for providing a safe work environment for themselves and all employees working near them.

The above duties and responsibilities are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be an exhaustive list of all responsibilities. The Customer Service-Electric shall be required to perform any other duties assigned in order to fulfill the objective of the Cooperative.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to organize work to meet deadlines, set priorities and complete assignments with attention to detail and a high degree of accuracy
- Must have excellent communication skills and understand the importance of customer satisfaction
- Must be able to work with a variety of people under differing circumstances
- Must have a working knowledge of all MVEC customer service policies
- Must be able to operate standard office equipment including computers, calculators, and scanners
- Must exhibit reliable and dependable attendance.

EDUCATION and/or EXPERIENCE

High School Graduate or equivalent is required

REQUIRED LICENSES OR CERTIFICATIONS

Valid Driver's License

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, financial reports, and governmental regulations. Ability to effectively present information and respond to questions from groups of managers, co-workers and members.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, and percentages. Proficient in Microsoft Word, Excel, and Access.

REASONING ABILITY

Ability to apply common sense understanding, and to carry out instructions furnished in written, oral, or diagram form; Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee frequently is required to stand. The employee is occasionally required to walk. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position is indoors in an office setting. The noise level in the work environment is usually quiet.

EXTERNAL RELATIONSHIPS

Member-Consumers: Advised and assists member-consumers in every way possible. Take advantage of the opportunity to obtain increased understanding and acceptance of cooperative objectives, policies, plans and programs.

General Public: Maintains friendly, cooperative relationships with the general public in the performance of responsibilities.