



INTERCOUNTY ELECTRIC COOPERATIVE ASSOCIATION

Your Touchstone Energy® Cooperative



Title:	Member Accounts Representative Summer Intern
Grade:	3
Position Code(s):	015-003
Department:	Member Accounts – Department 15
Status:	Part-time
Exemption Status:	Non-exempt (hourly)
Reports To:	Member Accounts Representative Supervisor
Supervisory Responsibilities:	None
Work Location:	Determined by Member Accounts Supervisor
Effective Date:	April 1, 2024
Replaces (Effective Date):	July 20, 2022

General Summary: The member accounts representative summer intern is responsible for ensuring all members visiting the cooperative have a pleasant, courteous, and informative reception, and that the necessary steps are taken in the handling of payments to provide accurate accounting of transactions.

Essential Job Functions: *The following job functions are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Receives and processes member payments. The processing of payments may include handling of cash, credit cards or checks.
2. Creates files for all new members, including the scanning of member identification, paperwork, and appropriate files into electronic records system.
3. Assist other departments within the cooperative with special projects as directed by supervisor.
4. Performs other duties as required and/or assigned.

Job Requirements:**Education and Experience:**

1. Requires successful completion of a pre-employment drug screening.
2. Requires successful completion of a pre-employment background check.

Certificates, Licenses, Registrations:**Preferred:****Knowledge, Skills and Abilities:**

1. Ability to maintain complete confidentiality of member data in the performance of duties.
2. Ability to work methodically in demanding situations.
3. Ability to work independently with limited supervision.
4. Should exhibit good interpersonal skills when working with co-workers, members and vendors.
5. Ability to handle and transmit information over the phone, and in person.
6. Must have ability to express oneself orally, and in writing, to effectively work with people.
7. Must have the ability to type with speed and accuracy sufficiently to complete assigned duties.
8. Must be able to compose correspondence and use basic information and data in developing reports.
9. Must be able to accurately file numerically and alphabetically.
10. Must have attention to detail, organizational skills, and good oral communications.
11. Must be proficient with Microsoft operating systems, including spreadsheet and word processing software.

Physical Demands:

1. Ability to spend long hours sitting and using office equipment and computers which can cause muscle strain.
2. Ability to lift/carry 10-25 pounds frequently (34%-66% of the time).
3. Ability to lift/carry up to 10 pounds constantly (67%-100% of the time or 100-500 times per day).
4. Ability to lift/carry up to 10 pounds constantly (67%-100% of the time or over 500 times per day).
5. Ability to lift floor to knuckle; 12" to knuckle; knuckle to shoulder; and shoulder to overhead – 36 pounds.
6. Ability to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents to operate equipment, and to perform other duties as assigned.
7. Ability to hear in the normal audio range with or without correction

Work Environment:

1. Environment is busy and, at times, noisy. Individual will need excellent organizational, time and stress management skills to complete the required tasks. Stress may be caused by the need to complete tasks within tight deadlines.