



# INTERCOUNTY ELECTRIC COOPERATIVE ASSOCIATION

Your Touchstone Energy® Cooperative



<b>Title:</b>	Member Accounts Representative
<b>Grade:</b>	5
<b>Position Code(s):</b>	015-013
<b>Department:</b>	Member Accounts – Department 15
<b>Status:</b>	Full-Time
<b>Exemption Status:</b>	Non-exempt (hourly)
<b>Reports To:</b>	Member Accounts Representative Supervisor
<b>Supervisory Responsibilities:</b>	None
<b>Work Location:</b>	Determined by Member Accounts Representative Supervisor
<b>Effective Date:</b>	June 15, 2021
<b>Replaces (Effective Date):</b>	March 16, 2017

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**General Summary:** The member accounts representative 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. Assists members in establishing payment arrangements in accordance with policies and procedures. Responds to member inquiries with regard to balance due, date due, and disconnect date or explains billed items.
2. Prepares billing adjustments, as needed.
3. Performs daily balancing of cash drawer which includes processing bank deposits and electronic scanning of checks to the bank.
4. Creates, receives and processes service orders initiated in the office (from new and existing members) through the closure and filing of the service order in the member's file. Includes connect orders; disconnect orders and miscellaneous repair orders. Determines appropriate deposit amount for all service connections based on current policies and procedures.

5. Creates files for all new members, including the scanning of member identification, paperwork and appropriate files into electronic records system.
6. Explain rights and responsibilities of membership to new members.
7. Updates account information, such as address and telephone number changes, account classification, payment methods and other aspects of the account.
8. Receives outage reports from members and reports outages to Dispatch. May occasionally be required to work after regular schedule to assist in storm restoration.
9. Address member complaints and answer questions related to service, as well as products and services offered by the cooperative and its subsidiaries.
10. Reviews unpaid accounts on monthly basis. Negotiates payment terms allowed under policy to obtain payments to avoid disconnection of service, if possible. Processes disconnects for nonpayment when necessary.
11. Balances drawer and any billed fees to system reports. Prepares daily bank deposit and cash sheets.
12. Explains the capital credit refund process to current and former members. Work with family members of deceased members to obtain appropriate documentation to reissue checks, if necessary.
13. Assist other departments within the cooperative with special projects as directed by supervisor.
14. Attends safety meetings, as needed, as well as training to enhance skills and knowledge related to job duties, cooperative business, software, or industry trends.
15. Other duties as assigned.

### **Job Requirements:**

#### **Education and Experience:**

1. Requires a high school diploma or equivalent.
2. Requires a minimum of two years of administrative and/or customer service experience.
3. Requires successful completion of a pre-employment drug screening.
4. Requires successful completion of a pre-employment physical examination.
5. Requires successful completion of a pre-employment background check.

#### **Certificates, Licenses, Registrations:**

1. Must have a valid driver's license.
2. Prior to operating a cooperative owned vehicle, individual must obtain a valid Missouri Class E license.

#### **Preferred:**

1. An associate degree in business management or related field 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, 2-way radio, 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. Attention to detail, organizational skills, and good oral communications required.
11. Ability to use computer software and applications including spreadsheets and word processing.

**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.
2. Occasional travel may be required between headquarters, district offices and to other locations.
3. Job may require overtime work.
4. Job may require occasional overnight travel for training.