

WILD RICE ELECTRIC COOPERATIVE INC.
POSITION DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE (CSR)

I. OBJECTIVE:

- A. To achieve optimum results in providing prompt, courteous cashiering and receptionist service that will promote good will and establish good relationships between the Cooperative and its member-consumers.
- B. To gather information and maintain accurate consumer records of electrical facilities and billing changes.

II. REPORTING RELATIONSHIP:

- A. Reports to: Director of Member Services & Communications

III. DUTIES & RESPONSIBILITIES:

- A. Activities performed in this position.
 - 1. Receives and welcomes consumers and visitors, answers their inquiries when possible or directs them to the appropriate person or department for additional help.
 - 2. Receives, records, and reconciles all daily consumer cash collections received over the counter, through the mail, through the night depository, and provides cash receipts.
 - 3. Opens and closes the member reception area and cash drawer daily.
 - a. Designated CSR arrives at 7:45 a.m. in order to open office and count cash drawer each morning to ensure proper balance.
 - b. Reconciles cash drawer at the end of the day to ensure that an established balance is left for next day's business.
 - 4. Gathers and prepares consumer information necessary to complete a service order for consumers leaving or coming onto an already energized service. Verifies person moving in has a valid identity by doing an on-line check or obtains a credit reference. Follows through to ensure all fees are paid and the account is set up properly for billing purposes. Uses remote disconnect on accounts where there is no new consumer established to move in. Prepares and sends out appropriate paperwork for name changes, rental agreements, estates assuming accounts and other paperwork necessary to ensure accurate and complete records.
 - 5. Following Cooperative policies, works with members on capital credit early retirement and transfer requests. Prepares monthly report for the board of directors on early retirement payments and transfers of capital credits.
 - 6. Sends out delinquent letter to consumers past due on deposits, issues disconnect or uses remote disconnects when deposits, paperwork or past due amounts haven't been paid. Informs Consumer Accounts Representative of disconnect.
 - 7. Communicates with consumers on billing, addresses or other changes as needed.

8. Answers telephone, opens mail as needed.
9. Assists in receiving calls and inquiries for delinquent accounts and makes payment arrangements.
10. Receives applications for service requests and issues service orders as needed.
11. Scans and indexes member and cooperative records.
12. Maintains office and printer supplies, restocking as needed.
13. Conducts self at all times in a professional businesslike manner.
14. Performs other tasks or duties that may be requested or assigned by supervisor.

B. Values

1. Must operate with and keep the best interests of the Cooperative and its members in mind in all decision making and work performance.
2. Must support the Wild Rice Electric Cooperative team members in a positive manner, with a focus on helping team members to perform at their best self.
3. Must have a vested interest and actively participate in advancing the Cooperative's strategic objectives.
4. Must have desire to work with and be of service to the members at all times.
5. Must be willing to accept changes brought about by new ideas and technology.
6. Must be interested in providing and maintaining accurate records.
7. Personal Characteristics: The ability to work independently and collaboratively is required. The highest degree of integrity, honest, tact, straightforwardness, dependability and pleasant disposition are essential.

IV. RELATIONSHIPS

A. INTERNAL

- a) Supervisor – Receives instruction from; reports essential information; gives and receives advice, assistance and information.
- b) Customer Service Reps – Works closely with fellow customer service representatives and provides assistance as needed.
- c) Billing – Provides billing department with information on accounts to ensure accurate and timely billing.
- d) Finance – Works with finance on transactions and reconciliations.
- e) Consumer Accounts Representative – Works closely with to ensure all member information is kept accurate and up to date.
- f) Other Cooperative Personnel – Exchanges ideas and information and works in a friendly and professional manner.

B. EXTERNAL

Member-Consumers – Gives and receives information, explains policies, plans and services; and develops understanding and support for the Cooperative. Handles customers with respect and a pleasant personality.

General Public – Answers inquiries; develops understanding, acceptance and support for the Cooperative.

V. QUALIFICATIONS

- A. **EDUCATION:** High school diploma or equivalent required with one year of post-secondary education in receptionist or related field helpful.
- B. **EXPERIENCE:** One year of office experience working with public helpful.
- C. **JOB KNOWLEDGE:** Must have knowledge of general office procedures, computer operations and working with the public.
- D. **ABILITIES AND SKILLS:** Must possess the ability to handle and utilize discretion with confidential data dealing with consumers. Must have ability to operate office technology and software. Process transactions to ensure accuracy.
- E. **WORKING CONDITIONS:** Generally accepted office conditions. Occasional overtime required. Working hours are 8:00 a.m. to 4:30 p.m. with one-half hour for lunch.

VI. ENVIRONMENTAL DEMANDS & CONDITIONS

The Customer Service Representative works in a climate-controlled office environment with minimal physical exertion.

A. DEMANDS

Standing	Occasionally required
Walking	Occasionally required
Sitting	Regularly required
Talking	Frequently communicates with members and colleagues.
Hearing	Frequently required with consumers on the phone and in the office and with fellow employees.
Communications	Frequently communicates with consumer on the phone and in the office and with fellow employees.
Visual Ability	Constantly required for collecting payments and working with cash drawer, data entry, typing and other job duties.
Lifting, Carrying	Occasionally required
Twisting, Pushing, Pulling	Occasionally required
Climbing & Balancing	Occasionally required
Kneeling, Crawling	Occasionally required
Bending	Occasionally required

Gripping, Grasping	Occasionally required
Other Environmental Demands	Not applicable

B. CONDITIONS

Exposure to Outdoor Conditions Extreme Cold, Extreme Heat & Precipitation	Occasional travel may be required.
Exposure to Chemicals	Toner, other office supplies
Vehicular Traffic	When traveling for the Cooperative
Computer Screen	Exposed throughout the day.
Slippery Conditions	Parking lot
Low Visibility	Not applicable
Extreme Noise	Not applicable
Moving Parts	Not applicable
Electric Shock	Not applicable
High, Exposed Places	Not applicable
Radiant Energy	Not applicable
Other Environmental Conditions	Not applicable

Accepted by: _____
Customer Service Representative

Date: _____

Approved by: _____
Supervisor

Date: _____