



Volunteer Energy Cooperative

POSITION OPENING NOTIFICATION

(Internal-External Posting)

POSITION

Customer Service Rep. I (First Year) - Non-Exempt

POSTING DATE

July 14, 2023

DEPARTMENT

Operations

LOCATION

Decatur Service Area – Decatur Office

SUMMARY

The primary mission of the Customer Service Representative I position is to facilitate an effective business relationship between the Cooperative and its members. As such, the Customer Service Rep. I position is the Cooperative's primary liaison with the public, and this position has a significant impact upon the Cooperative's reputation in the community. In the eyes of many members, the Customer Service Representative I position is the Cooperative. To facilitate this business relationship with members, the collateral missions of the Customer Service Representative I position include the establishment, changing, or termination of electric service to members, billing corrections, information services, cash control, and other office-related duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Interview, initiate, and establish service accounts with new or prospective members.
- To change, modify, cancel, delete, or correct any bills sent to members that do not reflect the actual consumption of electricity.
- Refers complaints of service failures to designated departments for investigation and/or repair.
- Adjusts billing or service rendered complaints by interfacing with computer terminal and Information Technology.
- Review, calculate, and record various transactions and balance payments on members accounts received via both in person and via mail delivery.
- Communicates with existing members (after confirming identification) by phone or in person any information concerning their account. Receives service orders for installation, connects, disconnects, or change in services.
- Ensures that all building permits required for additional construction, by the Cooperative, are duly processed, recorded, and verified of completeness.
- Maintains the efficient operation of the service center by performing miscellaneous office duties according to established business procedures.
- Serves as a goodwill ambassador of the Cooperative.
- Renders advice to members concerning a wide variety of electrical and other service situations including rates, consumption, payment procedures, and collection activities.
- Inputs meter readings via an electronic device into the member accounting system for cycled billing procedures.
- Complete contract forms, determine changes for service requested (installation, connects, disconnects, etc.), collects deposits, prepares change of address records, and issues discontinuance orders.

- To ensure member satisfaction by dispatching a field representative to investigate high bills or other service problems.
- Provide any information sought by members concerning their account or the reliability of electrical service, either in person or over the telephone.
- Will perform other reasonably related business duties as assigned by immediate supervisor and management as required.
- May travel to other district offices to render assistance as needed.
- Other similar duties assigned.

JOB QUALIFICATIONS

EDUCATION AND/OR EXPERIENCE

- **Prior to Entry**
 - High School diploma or GED required.
 - Associate degree preferred.
 - Completion of Vocational School certificate program in business/office careers.
 - Possess office and communication skills, ability to work with the public, and working knowledge of Windows and Microsoft Office.
- **After Six Months**
 - Working knowledge of all service policies and billing procedures.
 - Operates computer using all pertinent VEC programs and software.

SKILLS AND ABILITIES

- Member-focused and exceptional listening skills.
- Must be able to maintain confidential information.
- Exhibits a high level of professionalism, transparency, and accuracy always when handling currency, transactions, sensitive and confidential information.
- Ability to thrive in a fast-paced environment, multitasking while keeping focus on the member.
- Work with the public under stressful conditions.
- Exhibit and promote the Seven Cooperative Principles.
- Ability to work in a team environment.
- Must believe in, be sympathetic with, and be interested in furthering the Cooperative's objectives.
- Proficient in the use of Excel, Outlook, and other Microsoft programs.

WORK ENVIRONMENT

The following requirements are subject to possible modification to reasonably accommodate individuals with disabilities (some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees).

- Must be able to occasionally lift 10 to 20 pounds.
- Listens and communicates orally with employees, visitors, and members.
- Visual acuity and manual dexterity to enter and verify data in the computer.
- While performing the duties of this job the employee is regularly required to:
 - Sit, stand, and walk throughout the day.
 - Bend, stoops, squats, and lifts to retrieve supplies, file, etc.
 - Use hands to lift small items with fingers and grasp.
 - Talk and hear.
 - Perform non-continuous repetitive operations.

SUPERVISION EXERCISED

- None

Hourly Position (Non-Exempt): Customer Service Rep. I (First Year) ----\$18.72 per hour plus benefits.

(Note: This job description is not intended to be all-inclusive. VEC reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.)

If interested in applying, please submit a resume and a VEC job bid form to Human Resources by Friday, July 21, 2023.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, or veteran status. EOE/Drug Free Workplace.