

## **PART-TIME CASHIER/MEMBER SERVICE REPRESENTATIVE**

LAMAR ELECTRIC COOPERATIVE - BLOSSOM, TX

### **1 POSITION FUNCTION:**

To provide accurate and timely data entry required for data processing and computer operations; to perform analysis, interpretation and collection of member accounts and to effectively communicate the results to members of Lamar Electric Cooperative; to answer questions of membership in-person or by phone as well as take billing payments.

### **2 RESPONSIBILITIES AND AUTHORITIES:**

Within the limits of approved board policies, operating guides and procedures, assumes responsibility and has commensurate authority for the following activities:

- (a) Answer incoming calls and provide customer service as needed. Includes listening and responding courteously to members' comments and complaints, effectively resolving any problems within the scope of this position and referring specific problems and inquiries to the appropriate Cooperative personnel.
- (b) Must be able to complete billing transactions in-person or by phone, where highly sensitive information is exchanged.
- (c) Secures, researches, and assembles all pertinent data to process moves, disconnects, and reconnects and maintains member files on an ongoing basis to ensure that the member information is accurate and the member is billed correctly.
- (d) Assists in processing service orders as well as kWh adjustments, sends revised bills, and makes budget billing adjustments to member accounts to ensure that the member is billed correctly and the cooperative's accounts receivable is correct.
- (e) Assists with maintaining files and preparing billing for accounts that require special attention so that the members are billed correctly and in a timely manner.
- (f) In addition to these responsibilities, may be assigned by the Member Services Manager to perform other duties from time to time.

### **3 POSITION SPECIFICATIONS:**

#### **(a) EDUCATION:**

High school diploma or equivalent required.

#### **(b) EXPERIENCE:**

Three years of billing and customer service responsibility is preferred. Experience in a related area will be considered. Experience and knowledge of Microsoft Office required.

#### **(c) JOB KNOWLEDGE:**

Must have a thorough working knowledge of general office practices, record keeping and computers. Knowledge of rural electrification and cooperative programs (rates, billing and collection policies and other policies affecting members) helpful.

(d) **ABILITIES AND SKILLS:**

Should have considerable skill in effectively dealing with a variety of people under difficult circumstances. Should be able to communicate information over the phone. Must have ability to express oneself orally and in writing and to work with people. Must be able to compose correspondence and use basic information and data in developing reports. Must have familiarity with other basic management practices.

(e) **WORKING CONDITIONS:**

Inside position with the usual office conditions. Normally have regular hours of work with irregular volume of activity. Some overtime may be required.

(f) **PHYSICAL QUALIFICATIONS:**

Sedentary work requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Light lifting of generally 10 pounds or less. Job requires sitting most of the time. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Primarily inside work at a desk. Must be able to use office equipment such as a copier, computer and printer. Must be able to communicate to individuals and small groups. Must be able to read, write and do arithmetic. Requires analyzing data and reports, conducting research. Must be able to present information to others and work under stress.

**4 REPORTING RELATIONSHIPS:**

- (a) Reports to:  
Member Services Manager