

## **VERENDRYE ELECTRIC COOPERATIVE, INC**

### **POSITION DESCRIPTION**

**TITLE:** **Customer Service Representative**

**DEPARTMENT:** **Business Department - Minot Office**

**REPORTS TO:** **Business Manager and Credit & Collections Supervisor**

### **POSITION SUMMARY AND MAJOR RESPONSIBILITIES:**

This full-time position is primarily a customer service representative in the Minot office, with focused attention in the collection's business processes, and will also be the primary person to perform backup duties of a front desk receptionist. Occasionally this position will work out of the Velva office when necessary, due to vacations, sick leave, and employee meetings.

#### **Customer Service Representative Duties:**

Must display a positive attitude, is self-motivated, organized, detail-oriented, out-going, possess good people skills, eager to take on challenges, learn new tasks and apply them effectively and quickly, and achieve the goals of management and the cooperative.

Effectively communicate both internally and externally in person, over the phone, via Outlook email, Microsoft TEAMS, and other applications available throughout the day in a timely manner.

Provide our members and others with prompt, courteous service that results in good customer and public relations. This position will spend majority of the day on the phone with our members. The environment will be fast paced at times requiring quick decision making along with juggling multiple tasks at once.

Must possess proficient computer skills and have a solid working knowledge of Microsoft Word, Excel, Outlook, and Adobe Acrobat. Must be able to understand Excel formulas, create spreadsheets, analyze data, and possess a high degree of independent problem-solving skills.

Must actively train on the cooperative's complex National Information Solution Cooperative (NISC)'s computer system to become proficient in its use. This software is continually changing, thus must be willing to learn, test and implement continual software changes.

Perform daily accounts receivable balancing using spreadsheets, information located in our software, and generated reports. This task is a combination of both repetitive information and new information that requires research and problem-solving skills, attention to detail, and accuracy.

Assist members with billing and energy use questions and be able to decipher member usage patterns through use of graphs and calculating numeric data. Understand VEC's billing rate structure and procedures in order to answer member questions.

Processing of connects, disconnects, account transfers, and over the phone payments. Correct billing errors and assist in solving billing complaints.

Analyze meter usage reports to determine possible metering issues and work closely with the engineering department to resolve those issues.

Accurately complete equipment change outs on member accounts.

Provide, lift, and carry equipment, such as meter sockets, for the member services and engineering departments as needed.

Assist with delinquent account monitoring and processing. Be able to effectively communicate and work with disgruntled delinquent customers.

Assist with collecting payment on both active and inactive account receivables including but not limited to sending emails, making phone calls, setting up automated phone calls through our complex software, making payment arrangements, and processing accounts.

Assist with and understand government assistance programs such as the Low-Income Heating and Energy Assistance Program (LIHEAP), Community Action, ND Rent Help, and Energy Share by communicating with both our members and the state while processing new and current applications daily.

Operate all business office machines.

Attend/assist with VEC member meetings when necessary.

Assist in achieving a greater degree of teamwork by performing other duties and activities as assigned, with a willingness to learn.

Adapt to different offices, computers, equipment, and work environments to support coverage where needed.

**Receptionist Duties (serve as backup when the receptionist is not available or out of the office):**

Serve as a receptionist, handling face-to-face inquiries to provide accurate and courteous service to the cooperative's members.

Handle a complex multi-line phone system. This includes monitoring the scheduling system to accurately distribute phone calls and to update or modify the scheduling system for yourself and others daily.

Must be able to work alone in the office as needed for answering calls and walk-in coverage.

Picking up, opening, sorting, and distributing incoming mail.

Post electric and member services payments accurately through cash drawer or electronically. Handle a high volume of cash and checks and be able to accurately count back change to the member. Reconcile cash drawer each day and prepare the bank deposit slip.

Maintain and reconcile petty cash account.

Ensure that the office is open on time and that the Cooperative is ready to do business no later than the assigned work starting time. Ensure the office is properly closed down at the end of each workday.

Maintain the filing system, whether in paper format or electronic format. Actively scan documents into the computer system.

Provide secretarial and administrative support at both the Minot and Velva offices as required.

**Preferred Requirements:**

High school diploma or equivalent required  
4 year business administration or related degree preferred  
Previous experience in customer service/phone support required (minimum 1 year)  
Previous experience with delinquent collections preferred  
Excellent oral and written communication skills required  
Knowledge & training in all MS Office software, especially Outlook, MS Word and MS Excel required  
Knowledge of acrobat adobe software required  
Driver's license required

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