

TITLE: Member Service Representative
DEPARTMENT: Office Services
FLSA DESIGNATION: Non-Exempt
REPORTS TO: Assistant Office Manager

DATE: January 2022
TITLE GRP: Clerical
JOB CODE: 21-3511

JOB SUMMARY: Under minimal supervision, assists in answering the telephone, assists customers/members with service orders and connection orders and keying same into the computer. Receives and accounts for funds in payment of billings, both in person and by mail, and posts to account receivables. Assists with retail sales and in promoting HILCO image. Ensures field personnel have all the information needed to complete daily work orders.

ESSENTIAL FUNCTIONS:

1. Process drop-box, mail, or other payments.
2. Process all customer/member service calls.
3. Serve customers/members in the office.
4. Assist linemen, water crew members, propane drivers, and other personnel with problems, using radio or phone communications when necessary.
5. Send letters of credit to utility companies and members.
6. Update member's addresses and contact information in computer and keep current with postal requirements.
7. Maintain and enter all membership contact information and deposit records.
8. Post daily payments through the cash register, as needed.
9. Resolve questions regarding delinquent accounts and high bill complaints.
10. Provide retail sales opportunities to customers.
11. Assist in retail marketing activities and collection activities for the subsidiary.
12. Balance a cash drawer, prepare daily deposit, and balance daily cash receipts ledger, when required.
13. Assist with activities for all water companies managed by the Cooperative and with subsidiary operations as required by management contract.
14. Scan service applications and correspondence, or other documents pertaining to an account or member, and attach to account by account or customer number.
15. Maintain filing system for original applications and all member correspondence.
16. Prepare and mail deposit letters and payment arrangement letters.
17. Open and/or close a branch office, if required.
18. Assist Engineering department with aid to construction documentation, process payments associated with aid to construction, and route documents to appropriate personnel.
19. If required, note accounts and set up payment assistance arrangements according to pledges received for accounts, as well as, posting pledge payments received.
20. If required, monitor outage management system, notify linemen of outages and provide information by radio to linemen.
21. If required, monitor dig-tess communication and communicate with personnel assigned to respond to requests for line locates.
22. Be able to operate TWACS to arm meters if needed.

EQUIPMENT USED:

- Computer terminals, printers, photocopier, organizational vehicle, scanner, fax, telephone, radio system, shredder, cash register system, TWACS, Microsoft Office, and 10 key calculator.

OTHER IMPORTANT DUTIES:

- Serve as a representative of the Cooperative at official meetings and/or training events.
- As necessary to perform assigned job, in an emergency situation, or as necessary for the conduct of training, will be required to enter member/customer's property.

EXPERIENCE, TRAINING, KNOWLEDGE, SKILLS AND ABILITIES:

- Two years experience in customer/member service work, including on-the-job training at HILCO.
- Ability to accept change.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of word processing software.
- Knowledge of computer related equipment.
- Ability to work independently and in teams.
- Ability to perform essential functions that require frequent, prolonged viewing and use of computer monitor, keyboard and mouse for extended periods.
- Ability to perform essential functions within a multi-level office building.
- Ability to move, store or retrieve files, documents or other materials in a computer system.
- Ability to prioritize and manage multiple tasks.
- Ability to travel within region using own automobile or organizational vehicle in accordance with all applicable traffic laws.
- Ability to travel intra/inter-state as necessary for the conduct of training.
- Ability to operate commonly used office equipment.
- Excellent math skills.
- Ability to lift and carry computer-generated reports weighing up to 30 pounds.

REQUIRED EDUCATION DEGREES, CERTIFICATES, AND/OR LICENSES:

- High School diploma or equivalent.
- Five years customer service experience or Associates Degree with one year of customer service experience, preferred.
- Valid Texas Drivers license or ability to obtain a license prior to first day of employment required. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.
- All required certifications or licenses must be submitted to the Human Resources Department fifteen work days prior to expiration.

This job description is intended to identify the essential functions of a position and should not be interpreted as all-inclusive. The incumbent(s) may be required to perform or assume additional job-related responsibilities other than those stated in this description.