

Poudre Valley Rural Electric Association, Inc.
Job Description

POSITION: Member Service Representative
DEPARTMENT: Member Services
REPORTS TO: Member Services Director
CLASSIFICATION: Full-time (Hourly, Non-exempt)

POSITION SUMMARY

The Member Service Representative plays a vital role in ensuring members of the Association receive exceptional service. Serving as the first point of contact, this position is committed to delivering a positive member experience through direct interaction with members to address their needs, resolve inquiries and offer information related to programs and services. The Member Service Representative fosters positive relationships through solution-based, member-focused service techniques.

ESSENTIAL JOB FUNCTIONS

Assigned with or without reasonable accommodation.

- **Build and Foster Relationships:** Initiate and cultivate positive relationships with Poudre Valley REA members and colleagues to ensure ongoing positive interactions and experiences.
- **Comprehensive Member Service Support:** Provide member service support for all services offered by Poudre Valley REA. Must demonstrate adaptability and productivity in responding to changes and be prepared to assist in other duties and responsibilities assigned by management to ensure the effective operation of the Association.
- **Member Inquiries:** Serve as primary point of contact for member inquiries, whether received in person, via telephone, in writing, or from our after-hours call center. Address all interactions professionally and efficiently.
- **Collaborative Approach:** Work collaboratively with fellow cooperative employees and departments to guarantee a seamless and positive member experience. Coordinate with relevant departments to resolve various inquiries or refer inquiries to the appropriate department.
- **Contact Tracking:** Record all member interactions using internal tools to maintain accurate records and ensure follow up as needed.
- **Payment Processing:** Process all incoming payments received in person, by mail, drop box, Lockbox, and electronic payments with precision and within designated timeframes. This includes processing daily bank drafts, wire transfers, ACH payments, and balancing cash drawers. Process returned payments promptly and take necessary action for the collection of funds due. Notify members of returned payments and associated fees in a timely manner, ensuring transparency, and facilitating resolution of outstanding balances.
- **Third Party Requests:** Handle payment requests from third party agencies with appropriate authorization for verification of electric usage or payment of member accounts.
- **Service Order Management:** Initiate and process various service order requests, such as transfer of service, connections, disconnections, energizations of new service, and other miscellaneous service orders, ensuring accuracy and completeness.
- **Member Account Management:** Establish new member account records in Enterprise Software Applications (ESA), cross referencing information to prevent duplication and ensuring accurate billing and deposit calculations based on credit history and unpaid balances. Inform members by telephone and/or

Poudre Valley Rural Electric Association, Inc.
Job Description

written communication of deposits and fees to be paid before service connections. Inform new members of options available to waive deposit when applicable.

- **Account Agreements:** Issue and process account-specific agreements for member accounts upon request, including joint responsibility notifications, landlord agreements, and medical certifications.
- **Member Credit Handling:** Handle all aspects of processing Member Credit Heir Claim Forms. Responsible for researching credit checks, reissuing checks, and maintaining accurate records.
- **Mail and Document Handling:** Process returned mail, member forms, and written confirmation efficiently. Take responsibility for mailroom operations, including sorting and delivering daily incoming mail and processing of outgoing mail.
- **Policy and Procedure Knowledge:** Demonstrate proficiency in the Association's policies and procedures, rules and regulations, rates, and effectively communicate these to members as needed.

STANDARDS OF EXCELLENCE

These duties reflect the cooperative's mission and purpose, and they are required of all employees:

- Work according to the safety rules and company policies, as adopted by PVREA and is responsible for own safety and reports all accidents in accordance with Association policies.
- Support the strategic goals of the organization in accordance with the Associations' Strategic Plan.
- Interact with all departments of the Association as well as with members, the general public, other utility personnel, governmental agencies, and equipment vendors in a kind and courteous manner.
- Collaborate effectively and successfully with fellow employees to achieve department and company-wide goals and build a team-focused environment.
- Assist in the emergency restoration of facilities during storms or general outages.
- Regular and predictable attendance are essential functions of the position.
- Perform other duties within his or her capabilities as directed by his or her supervisors.
- Exhibits integrity and demonstrates ethical behavior in everyday business conduct.

JOB QUALIFICATIONS

Education and/or formal training needed: High school diploma or equivalent is required; business school or college-level coursework in business is preferred.

Experience needed: Two years' customer service experience in consumer services/billing office is required. Electric Utility, especially Cooperative, experience is preferred. Microsoft Word, Excel, and Outlook experience is preferred.

Knowledge, skill and abilities needed: Must be able to work well under pressure, meet deadlines, stay organized, and work independently and efficiently; must be able to tolerate repetitious work and maintain a pleasant attitude with members and co-workers; must also be able to work without supervision, work well with other people, and to accept the responsibility for the direction, control, or planning of an activity; adaptability to perform a variety of duties, often moving from one task to another of a different nature, without loss of efficiency or composure, is necessary. Oral/written fluency in Spanish is preferred.

Drug/Alcohol: A drug/alcohol test is administered to all job offer recipients, as well as a background check.



Poudre Valley Rural Electric Association, Inc.
Job Description

Driving: Must possess a valid Colorado Driver's License and operate a company non-DOT vehicle.

Mental Demands: Must be able to work well with the public, Association members, and other Association employees. Needs to be able to remember what was done and schedule and prioritize future work, stay alert even when the work is repetitious, including remaining logged into the phone system as required by the daily schedule, and work well with detail. Employee must be able to learn new procedures and equipment and demonstrate flexibility in all areas. The position requires basic ingenuity, problem solving and analytic ability; auditory discrimination and the ability to write basic to complex sentences. The position can be stressful at times; however, composure must be maintained at all times with members and co-workers.

Physical Demands: Must be capable of performing the Essential Job Functions of the position with or without reasonable accommodation.

- Adequate eyesight is required for reading computer screens and hardcopy, and dexterity for entering data quickly.
- Job requires sitting, standing, walking, bending, and reaching. Requires good finger dexterity, repetitive motions with hands and fingers, and at times exert force up to 10 pounds.
- Must be able to sit and/or stand for extended periods of time.
- Conversations are conducted frequently, to express or exchange ideas by means of the spoken word. These communications may take place in an area that may have background noise.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth vision and the ability to focus.

MATERIALS AND EQUIPMENT USED

General office equipment including, but not limited to, personal computer, printer, phone system and headset, scanner, copy machine, inserter, mailroom equipment and two-way radio.

COMPENSATION

The starting hourly pay rate for this position is \$31.00 – \$33.50 (DOQ).

Actual compensation offered to the candidate may vary outside of the posted hiring rate based upon work experience, education, and/or skill level.

BENEFITS

- Medical, prescription and dental insurance with 100% employer paid premiums
- Health Savings Account
- Defined benefit pension plan
- 401(k) plan
- Life insurance
- Paid holidays, vacation, and sick leave
- Wellness programs
- Tuition reimbursement
- Employee assistance program

WORKING CONDITIONS

The work environment is a comfortable office environment. There is adequate lighting, heating, cooling etc. The noise level is estimated to be 50-90 decibels.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.