



A Touchstone Energy® Cooperative 

POSITION TITLE: **SUMMER/PART-TIME**
MEMBER SERVICE
REPRESENTATIVE

DEPARTMENT: MEMBER SERVICE

DATE August 2018

Department: Member Service	Salary Grade:
Reports To: Member Service Supervisor	Status: Nonexempt

SUMMARY:

Receives and prepares receipts for payments from member-consumer over the counter; greets visitors, answers inquiries and/or directs to proper departments. Balances and prepares cash and checks for deposits from cash drawers. Provide efficient, courteous service when handling member's transactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Thorough understanding of cooperative policies and procedures.
- Communicate and correspond with Members.
- Ability to make efficient calls of judgment and follow through.
- Receive & prepare receipts for payments from member-consumers.
- Become immediately available to assist Line Operations during extended outages or emergency situations.
- Prepares and scan documents for DocuVault.
- May travel to Walters or Duncan office to assist Member Services.
- Assist with other duties and departments as requested.
- Maintain a safe working environment by adhering to safety policies, procedures, and regulations.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Currently enrolled or completed high school and over the age of seventeen (17).

COMPUTER SKILLS

Must have a through understanding of personal computer software dealing with word processing, spreadsheets and data bases.

LANGUAGE SKILLS:

Must have the ability to communicate with written, verbal and listening skills, in an effective, patient, and pleasant manner,

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to solve practical everyday problems.

CERTIFICATES, LICENSES, REGISTRATIONS:

A valid Oklahoma driver license is required.

OTHER SKILLS and ABILITIES:

Must have a certain amount of “people skills.” Ability to perform assigned task in a manner that is non-offensive to co-workers or the general public. Must have the ability to read, follow or prepare instructions written in English.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, stoop, & kneel. Endure prolonged use of wrist, hands & fingers. Requires good hearing and enunciation, also good eyesight. Must have the physical ability to hear and verbally communicate over the phone either aided or unaided.

WORK ENVIRONMENT:

This job is indoors. There is interaction with the public and co-workers, which can be stressful.

SAFETY:

This job is classified as non-safety sensitive to comply with Policy 306A: Controlled Substances and Alcohol Use and Testing.

NONDISCRIMINATION:

Cotton Electric Cooperative, Inc. is an equal opportunity employer.