



Position Description

Position: Member Services Receptionist

General Statement:

A Member Services Office Representative works under the general supervision of the Manager of Member Services. As the initial contact with the member, it is imperative that the employee greet everyone in a prompt and courteous manner, promote good will and a cooperative spirit. In addition, it is imperative that this employee maintain harmonious, courteous relations with other employees, thus promoting a teamwork environment. Employees will be able to deal with frequent changes, unexpected outage events, high call volumes, and potentially long hours during large outage events.

Reporting Relationships:

Reports to: Manager of Member Services

Responsible for: Non-supervisory position

Responsibilities and Authorities:

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

1. Greet customers, by phone and in person
2. Direct customers with inquiries to appropriate department
3. Receives phone, over the counter, drop box and drive-thru payments
4. Enters payments for phone, over the counter, drop box and drive-thru payments, and enters mailed in payments received between billing due date and month end.
5. Responsible for balancing cash drawer daily
6. Responsible for the keying credit card payments
7. Prepare and reconcile daily deposits
8. Distributes daily mail
9. Makes all necessary name changes for billing:
 - Prepares and sends membership and irrigation contracts
 - Collects consumer deposits
 - Keys in appropriate billing changes, including in-care-of and third-party billings and address changes, etc.
10. Receives and returns all bank returned payments (checks and ACH) to consumers, adds any additional charges, prepares, and mails notification letter
11. Prepares and files membership/service agreements and irrigation service agreements and lien statements.
12. Prepares and mails irrigation service agreements and lien statements with the appropriate fees to appropriate county clerk & recorder, files upon return

13. Distributes and files paperwork for Sterling and Ovid offices
14. Creation of service orders (yard lights, etc.)
15. Answers and records outage calls for Operations Department
16. Inputs manual meter readings
17. Works with delinquent members to setup payment arrangements
18. Radio dispatch as needed
19. Shared responsibilities in processing daily cash
 - Prints and distributes all associated reports
 - Balance cash drawer
24. Other duties as assigned by supervisor

Physical Requirements/Working Conditions:

The employee is required to sit for extended periods of time. Work is varied and is an inside office position. Must be able to operate computer, phone system, printer/copier machine, postage machine, and check scanner. Requires repetitive motions with hands. Must have good communications skills. Occasional travel to meetings/training is required. Normally a 40-hour work week, however, in cases of outages or special projects, some overtime may be required.

Qualifications:

High school diploma or equivalent required, with emphasis on secretarial or clerical business courses.

Other Information:

This job description is not intended to be all inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Highline Electric Association reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Compensation:

The hourly rate for this position ranges between \$30.38-\$35.23/hour based on qualifications, operational needs and other considerations permitted by law. The range may vary above and below the stated amounts, as permitted by Colorado Equal Pay Transparency Rule 4.1.2.

Approved: _____
(General Manager)

Date: _____



Position Specifications

Position: Member Services Receptionist (Holyoke)

Education: High school diploma or equivalent required. BS degree in accounting/business desired. Work experience in lieu of education will be considered.

Experience: Previous electric utility accounting experience helpful. Experience Excel spreadsheets preferred.

Job Knowledge: Familiarity with RUS Uniform System of Accounts and a working knowledge of generally accepted accounting principles and procedures is helpful.

Abilities and Skills: Must be skilled in the use of a personal computer. Experience with Microsoft Excel preferred. Attention to detail and a high level of accuracy is required.

Working Conditions: Inside position with the usual office conditions. Normally have regular hours of work. Some overtime may be required. Infrequent travel for training and meetings may be required.

Physical Requirements: Sedentary work but may require light lifting occasionally. Primarily inside work at a desk that requires sitting most of the time. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Must be able to use office equipment such as computers, scanners, and copier/printers. Must be able to communicate well and work well with others.