



Member Service Specialist

Job description:

Responsible for greeting members and visitors of the Cooperative to ensure all members and visitors are dealt with in a professional and timely manner. Answer phones and attend to walk-in customers relating to processing payments, answering questions about billing and getting customers assistance from other employees. Creates and closes service orders. Complete daily tasks and monthly billing tasks.

Qualifications:

- Must be able to use office equipment such as a cash register, computer, keyboard, copier, printer, etc. Must have knowledge of Microsoft Windows and Microsoft Office. Requires skills to operate office equipment, including a personal computer, copier, calculator, multi-line phone system, mail processing equipment, and a postage machine.
- Must be able to communicate fluently and effectively, both written and verbally.
- Must be able to determine priorities and handle the pressure of meeting multiple deadlines.
- Must be able to type and operate a calculator proficiently.
- Must have excellent organizational skills.
- Must possess a valid Ohio driver's license.
- Must be able to adapt to a work environment that requires the knowledge to learn and implement new technology.
- Must be able to communicate effectively with the membership, public, and fellow employees.
- Should have considerable skill in effectively dealing with a variety of people under challenging circumstances. Should be able to communicate information over the phone.

Education and Experience

- High school or vocational school graduate, or have satisfactorily completed the General Education Development (GED).
- A minimum of one year of experience in a related position is preferable.
- A combination of education, training, and experience may be substituted when competency is demonstrated.

Responsibilities

Member Services

- Answering phones relating to processing payments, answering questions about billing, and directing customers to the appropriate employee for assistance.
- Attend to walk-in customers relating to processing payments, answering questions about billing, selling merchandise, and getting customers assistance from other employees.
- Become familiar with Cooperative discount programs, business practices, and the propane business by being able to answer member questions confidently.

Service Orders

- Creates service orders for disconnects, reconnects, limiters, new services, transfer service, and miscellaneous items.
- Closing service orders.

Completing daily tasks

- Check drop boxes for payments.
- Unlock doors in the morning.
- Lock doors at the end of the day.
- Balance cash drawer at the end of the day.

Billing Tasks

- Run the prebill process before the bill calculation to check accounts for inaccuracies.
- Run the bill calculation process around the 20th of the month.
- Run auto pay process for ACH and credit cards.

- Run late payment penalties.
- Run DQ notice process.
- Send out phone messages for late accounts after billing, but before disconnect day.
- Process mail batch payments.
- Assist with projects for Marketing, Engineering, and Operations as requested.
- Become familiar with and adhere to Cooperative policies, safety standards, and procedures.
- Maintain all files for recurring payments, memberships, service orders, etc.
- Maintain desk and surrounding area in a clean and orderly manner.
- Attend meetings, seminars, and training as requested.
- Subject to drug and alcohol testing consistent with North Western Electric policies.
- Performs all other tasks and duties as assigned by supervisor.