

## OAKDALE ELECTRIC COOPERATIVE

### JOB DESCRIPTION

<b>Position Title:</b>	Member Relations Specialist/Collections		
<b>Department:</b>	Member Relations		
<b>Reports To:</b>	Member Relations Director		
<b>Date Issued/Revised:</b>	June 19, 2025		
<b>FLSA Status:</b>	non-exempt	<b>Classification:</b>	Non-union

#### **BASIC FUNCTIONS:**

To provide useful information, advice, service, and assistance to the members of the cooperative while maintaining a favorable impression of the organization. Extensive member contact through verbal and written communications. The role involves working with delinquent members to make reasonable payment arrangements, administering company policy regarding disconnects, security deposits, and reconnects, and collecting delinquent accounts through various procedures including internal collection, use of collection agencies, and small claims court.

#### **RESPONSIBILITIES AND DUTIES:**

The following shall be the responsibilities and duties of the Member Relations Specialist/Collections, but are illustrative, not all-inclusive:

1. Negotiates with delinquent customers to make reasonable payment arrangements. Administers company policy with regards to disconnects, security deposits and reconnects.
2. Collection of delinquent accounts. Collection procedures include, but are not limited to, internal collection, use of collection agency, and small claims court. Schedules mailing of disconnect notices and printing of service orders for collections. Works with Community Action and other outside sources and/or agencies to set up proactive agreements.
3. Review inactive accounts each month and determine action. When submitted to a collection agency and write-off as uncollectible.
4. Balances cash drawer daily.
5. Processes Remit Plus/truncation, as backup.
6. Assists in opening and balancing electric payments when necessary. Assists with posting meter readings and cash when needed.

7. Handles customers in office and over the phone, receives payments, resolves credit and billing problems, responds to inquiries and complaints. Ensures information needed by staff or the customer is made available (within the resources of OEC).
8. Provides assistance to the front desk and performs other administrative functions within the department.
9. Contributes to the department's and Cooperative performance by completing other related duties as assigned.

## **RELATIONSHIPS**

### **A. Internal:**

1. Member Relations Director: To request advice and assistance as required; to confer with on problems; to keep informed of delinquent accounts.
2. All Employees: To cooperate with in maintaining pleasant working relationships and improvement of morale and to exchange ideas, information and job experiences that will benefit the organization and insure the continued progress of the Cooperative.

### **B. External:**

1. Members: To establish the recognition and acceptance of ownership responsibility; to encourage and promote the effective and economical use of electricity; to keep them informed about the Cooperative's developments and activities.

## **QUALIFICATIONS:**

### **Education:**

Post-secondary education with emphasis in administrative or accounting fields of study, coupled with demonstrated related experience.

### **Abilities and Skills:**

Ability and skill in the use of personal computer and related software. Ability to work under pressure and with established time constraints. Excellent command of the English language, including spelling and punctuation.

## **OTHER PERFORMANCE STANDARDS:**

Demonstrates a commitment to customer service at all times, working well with others to provide quality, efficient, courteous service to all customers.

Must be competent in effectively dealing with a variety of people under demanding situations. Requires skill in handling and conveying information.

Supports teamwork by providing effective participation, cooperation and communication. Provides continuous improvement to employee morale, motivation, productivity and quality of production through teamwork.

Appearance must be neat, clean and presentable for regular public contact, and meets codes and standards established by the organization.

**PHYSICAL DEMANDS/ENVIRONMENTAL CONDITIONS:**

Works in a smoke-free, climate-controlled office environment with minimal physical exertion. Must be able to perform the activities listed in the position description. A majority of the activities are performed sitting at a desk. Visually inspects consumer bills and corresponding checks. Visually inspects various handwritten, typed, and computer-generated documents. Occasionally lifts materials weighing up to 30 lbs. Interacts extensively with consumers, employees and the general public via telephone, personal contact and written communication.