

OAKDALE ELECTRIC COOPERATIVE

JOB DESCRIPTION

Position Title:	Member Relations Specialist		
Department:	Member Relations		
Reports To:	Member Relations Director		
Date Issued/Revised:	January 14, 2025		
FLSA Status:	Non-exempt	Classification:	

SUMMARY OF POSITION

Performs front desk duties and telephone services for the Cooperative in a pleasant, efficient and courteous manner. To process member payments efficiently and accurately; to provide to members and general public a positive customer service experience when handling telephone calls and personal visits.

RESPONSIBILITIES AND DUTIES

1. Receives incoming telephone calls in a pleasant and courteous manner, ensuring accurate routing of calls; takes accurate and complete messages.
2. Greet all incoming visitors and announce arrival to appropriate personnel.
4. Handles customers over the counter and over the phone, receives payments, resolves credit and billing problems, responds to inquiries and complaints and directs each to the proper department, if necessary.
5. Handles cash; posts payments to customers' accounts. Balances cash drawer daily.
6. Opens and processes mail as needed. Processes Remit Plus/truncation when needed.
7. Process payments received from night deposit box as needed.
8. Process pay station payments monthly.
9. Monitor cooperative email from members.
10. Generate ACH file to send to the bank.
11. Process recurring credit cards and contact declined members, update as needed.
12. Manage SmartHub bill payment process and updates.
13. Manage credit cards – add, delete, change on a daily and monthly basis. Assist member with managing SmartHub account; adding and removing credit cards for payments and or AutoPay Program.
14. Handles CRC messages.
15. Solar Program - determines member eligibility, prepares and executes contract and payment from member. Establishes in CIS the purchased subscriptions.
16. Manage rebates. Credit members, issue checks when needed and assist with invoice for DPC monthly.
17. Send monthly WECN labels to DPC.
18. Operation Round-Up enrollment updates.
19. Process WECN and general address updates when needed.
20. Maintains inventory of office supplies and orders supplies as needed.

21. Provides assistance to Member Relations Specialist/Collections, including payments, processing returned payments, calling delinquent consumers regarding payment, making payment arrangements and generating reconnect non-pay service orders.
22. Monitor SmartHub Messenger. Ensuring that processes and member contacts are functioning and working with members to resolve issues.
23. Update mailing addresses as needed. Yearly process returned capital credit checks and update addresses.
24. Ensure that office is open for business, including unlocking and locking front door.
25. Performs a variety of support duties for other departments, performing work accurately and as requested.
26. Contributes to the department's and cooperative's performance by completing other duties as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma required. Associate degree in business management or related field preferred. Previous customer service and cashier experience.

Skills and Abilities:

Strong interpersonal, verbal, and written communications skills. Must have basic knowledge of computers and the ability to use computer systems. Must be proficient with Microsoft Office suite including Outlook, Word, and Excel. Ability to work under pressure and with established time constraints and accurately handle cashier functions. Maintain confidentiality of members and sensitive business data and information.

OTHER PERFORMANCE STANDARDS

Must be competent in effectively dealing with a variety of people under demanding situations. Requires skills in handling and conveying information over the telephone. The ability to learn and develop in this position is needed.

Always demonstrates a commitment to customer service, is self-motivated, and works well with others to provide quality, efficient and courteous service to all customers. Supports teamwork by providing effective participation and communication. Provides continuous improvement to employee morale, motivation, productivity and quality of production through teamwork.

Maintains a neat dress and personal appearance when performing duties related to his/her employment by the Cooperative.

PHYSICAL DEMANDS/ENVIRONMENTAL CONDITIONS

Works in a smoke-free, climate-controlled office environment with minimal physical exertion. Kneels, pushes, pulls, twists and bends to file materials. Works extensively at a computer workstation and with a ten-key pad. 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.