

# Bartlett Electric Cooperative, Inc.

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## Position Description

**Position:** Member Service Representative

Department: Administration  
Reports Directly to: Member Services Supervisor  
Directs: None  
FLSA Status: Non-Exempt

### **Position Summary:**

*Performs a wide variety of member service functions which includes reception of members, accepting and processing of payments to member's accounts and preparation of accurate documentation to update member records. Performs member service duties in response to service and billing question and member complaints in a timely and positive manner. Serves as primary backup to Dispatch/Operations Coordinator on an ad hoc basis.*

### **Essential Functions of Position:**

1. Principally works indoors in an office setting.
2. Must possess and maintain the ability to:
  - Respond in a positive manner to supervision.
  - Work as a cooperative member of a team.
  - Interact in a professional and courteous manner with co-workers and members.
  - Successfully work within deadlines and time constraints.
3. With regard to all aspects of the position, including safety, must receive and follow all instructions given by Member Services Supervisor, or designee.
4. Correctly operates a desktop computer and programs/systems used.
5. Must possess knowledge of, or demonstrate the ability to learn, various computer applications, including BEC's design software and member information and work order system. This includes Microsoft Office spreadsheets and word processing.
6. Accurately and legibly completes all documentation (computerized timecards, etc.) in accordance with BEC policies and procedures and submits such documentation to the proper individuals for recordkeeping purposes.
7. Greets members and general public visiting office location, answers incoming phone calls in a prompt and courteous manner, ensuring that all inquiries are properly and promptly completed.
8. Processes incoming mail and accept payments in office and post payments. Prepares bank deposits

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and daily cash receipts report.

9. Resolves complaints promptly. If unresolved, directs member to Member Services Supervisor or other appropriate personnel.
10. Provides information on rates, service rules and regulations, practices and policies to members and general public.
11. Processes requests for connect, disconnect, and transfer of service, service orders, etc.
12. Updates member address changes in data processing system.
13. Sends letters of credit to other utility companies.
14. Prepares and mails letters to inactive accounts with outstanding balances.
15. Prepares and files customer correspondence.
16. Prepares monthly reports for board of directors.
17. Operates all coop equipment in accordance with BEC policies and procedures, safety rules, manufacturer guidelines, and regulations and/or codes and seeks input from the Member Services Supervisor when information is unclear, inadequate or requires interpretation.
18. Plans the work of the individual assignment, as directed, so that it can be done safely, properly, orderly, and as economically as possible.
19. Subject to travel intra/interstate, as necessary, for training, meetings, job duties, or to provide assistance to other electric cooperatives.
20. Complies with all BEC policies, procedures and safety rules as they apply to the Member Services Department, and recommends to fellow workers the use and practice of the same.
21. This position is subject to working overtime after normal working hours, including evenings, late nights, weekends, and holidays, as needed in emergency situations.
22. Accurately performs two-way radio communications and logging of such communications.
23. Responsible for dispatching Operations personnel to member sites for the purposes of restoring power, resolving power quality issues, responding to emergency locates, and dispatching other assigned work, as needed.
24. Accurately documents outage information, including member location numbers and number of members affected.
25. Monitors radio traffic, dispatching emergency assistance for line personnel and members, if necessary.

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26. Accurately utilizes Echo Protocol during all requested actions conducted via two-way radio.
27. Accurately manages SCADA operations including coordination with Brazos for testing and switch requests, requests from Operations personnel for switching actions to be performed and SCADA information.
28. Properly utilizes Porsche and iVue to screen and dispatch outages. Uses Porsche (or equivalent), and CRC, as required, to manage large outages. Pre-records messages during planned outages and large unplanned outages when the problems or issues are known.
29. Accurately disburses email to entire organization during large outages, Brazos testing and other non-routine events in order to prepare BEC staff for potential questions received and actions taken.

## **Equipment Used:**

Desktop computers, computer keyboards, telephones, two-way radios, printers, fax machines, paper shredders, file cabinets, desk chairs, postage machine.

## **Other Important Duties:**

1. Maintains good working relations with co-workers, BEC members and the general public.
2. Represented BEC by attending schools/seminars/meetings for improvement of job knowledge and skills, when requested.
3. Continually explores new ideas to enhance job performance, efficiency, productivity, and work relations. Communicates these ideas to the Member Services Supervisor, Manager of Administration or designee.
4. Performs other duties as may be assigned by Member Services Supervisor, Manager of Administration or designee.

## **Experience, Training, Knowledge, Skills, and Abilities:**

- Must be able to deal with members, the general public and fellow employees in a professional, friendly and courteous manner.
- Ability to move about and within an office building and on various terrains.
- Ability to frequently stand and/or walk and sit for extended periods of time.
- Ability to perform manual and detailed hand work using both hands, sometimes repetitively, in order to operate office equipment.
- Ability to lift and/or move a box of copy paper weighing approximately 40 pounds.

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- Ability to perform essential functions that require frequent, prolonged viewing and use of computer monitor, keyboard and mouse for extended periods of time.
- Ability to speak and hear clearly in order to communicate.
- Ability to communicate effectively and efficiently, both orally and in writing, with a diverse group of people and personalities. Requires a high degree of interpersonal skills.
- Ability to be tactful and get along with diverse groups of people and personalities. Capable of conveying a positive and professional image.
- Ability to prioritize and manage multiple tasks, even simultaneously, as well as coordinate projects with other employees working to consistently meet deadlines and budgets.
- Ability to listen to and read instructions and other paperwork.
- Ability to use judgement and reasoning skills to perform the Essential Functions of the Position.
- Ability to speak, hear, understand, and communicate in English. Bilingual/Spanish fluency a plus.
- Must have good math and computer skills.

Ability to use office equipment including the computer and all relevant software, 10-key calculator, typewriter, fax machine, copier, phone system and various other types of business machines as required to do this job.

- Must be able to perform required duties during extended hours in emergency situations.
- Ability to handle cash quickly and accurately.
- Ability to perform all physical requirements of the position.
- Ability to safeguard confidential information.

The fully competent incumbent must possess the following knowledge:

- Principles and practices of good customer service especially those having to do with conflict resolution and dealing with irate customers.
- Cooperative policies and procedures relating to service, payment, rates, connection/disconnection, capital credits and other issues dealt with on a frequent basis.
- Knowledge of safety issues affecting office workers.
- Must have a working knowledge of general office practices.

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## **Education, Degrees, Certificates, and/or License Requirements**

- High School Diploma.
- Valid Texas Driver's license and an acceptable driving history.
- Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.

**This Position Description is intended to identify the essential functions of a position and should not be interpreted as all-inclusive. The employee may be required to perform or assume additional position-related responsibilities other than those stated in this description.**

**BEC reserves the right to revise or change the position responsibilities as the need arises. This Position Description does not constitute a written or implied contract of employment. The time frames mentioned for successful accomplishment of training phases are for illustrative purposes only and should not be construed as an implied contract of employment for any amount of time.**

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## **Acknowledgments:**

I acknowledge that I have been given a copy of this Position Description detailing the requirements of my job, have reviewed it, understand it, and have had an opportunity to ask any questions I may have. I also certify by my signature below that I am able to perform the Essential Functions listed in this Position Description either with or without an accommodation. I understand that it is my responsibility to discuss any request for an accommodation with my Supervisor and/or BEC's Manager of Human Resources.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

I certify that this Position Description is an accurate depiction of the responsibilities assigned to the position.

\_\_\_\_\_  
Member Services Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager of Administration

\_\_\_\_\_  
Date

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I have reviewed and approve the delegation of responsibilities outlined herein within the context of BEC organizational structure.

\_\_\_\_\_  
General Manager's Signature

\_\_\_\_\_  
Date