

**CENTRAL FLORIDA ELECTRIC COOPERATIVE, INC.**

**CHIEFLAND, FLORIDA**

**JOB DESCRIPTION**

Job Title	Member Service Representative Trainee
Department	Member Services
Reports To	Manager of Member Services
Level	Grade 4
Effective	Updated October 31, 2019

**Summary of Position**

In training to:

Provide continuous quality service with accurate billing of accounts for the purpose of maintaining good member relations and to minimize revenue loss. Interviews residential and commercial members and enters interview information into computer service order system for member service applications. Provides information to potential members on services provided and procedures required. Communicates with members both in person and by telephone providing information on service order status and problems.

**Minimum Job Specifications**

High school graduate or GED.

Prefer a minimum of one-year business experience related to cashier, customer service and/or collections work, or equivalent experience.

Must have strong personal computer skills in Microsoft applications.

Ability to effectively communicate with employees, members, collection agencies, and the general public with a positive attitude.

Ability to solve job-related problems and come to reasonable solutions with minimal supervision.

Ability to meet deadlines under pressure.

Ability to prioritize tasks.

## **Working Conditions**

Work is performed in a normal office environment. Regular work hours with some overtime required to work extended or flexible hours during weather-related outages or other emergencies. The employee is frequently required to sit and may be occasionally required to stoop, kneel or crouch. May be required to occasionally lift and move up to 25 pounds. Ability to view the screen of a computer as part of daily duties in order to input information into various systems. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

## **Essential Duties and Responsibilities**

Respond to member inquiries, by telephone, in person or with written correspondence.

Provide members with information on billing, and various programs and services.

Initiate and process changes in member accounts.

Coordinate new service requests keeping the member properly informed.

Ensure all changes are reflected on the system in time for billing cycle cutoffs.

Process payments and balance the cash drawer daily.

Establish payment arrangements on delinquent/disconnected accounts.

Calculate and set up bill adjustments and resolve high bill complaints.

Request meter readings from customers; resolve high bill complaints.

Perform other duties as requested including, but not limited to, generating orders.

*The above duties are not intended to be all inclusive. The incumbent will be expected to perform other duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Statements are not intended to be construed as an exhaustive list of responsibilities, duties, or skills required. The scope and duties of this position may change or be temporarily altered based on the business needs of the Cooperative. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.*