

Wheatland Electric is looking for a person who has a positive, customer-centric attitude to fill the Consumer Services Representative I position at our Syracuse office. This is a full-time position. The job description follows.

If qualified and interested in this position, email cover letter and resume to resumes@weci.net. Please put CSR I in the subject line.

PURPOSE OF POSITION: Responsible for managing Cooperative member accounts in a professional and timely manner. Efficiently and accurately process cash receipts, changes to service, manage member accounts and maintain individual cash drawers. Responsible for adding new service and equipment into software as installed. Audits member accounts for billing accuracy. Determines needs of members and general public visiting Cooperative offices; escorts or directs to the proper person or department for desired information and/or assistance. To demonstrate to members, co-workers, and the general public a positive member-service experience when handling telephone traffic and personal visits to the Cooperative.

ESSENTIAL FUNCTIONS:

- a) Serves as initial point of contact for members or vendors that have scheduled appointments with Cooperative personnel. Provides and acquires detailed information and assistance to assure the achievement of Cooperative goals.
- b) Opens and closes member entrances to office and vault according to office hours each morning and afternoon.
- c) Ensure proper collection procedures and rules and regulations are followed while recovering revenue for the Cooperative.
- d) Manage incoming inquiries by phone, electronic communication (FAX, internet, or email) or in person; gathering detailed information, researching and effectively communicate to the member the information requested and/or refer them to the proper department.
- e) Respond to member inquiries related to electric use including high bill inquiries, new or change of service, delinquent accounts, and including all payment options.
- f) Explains Cooperative programs and services in a manner that helps educate and encourage members to participate in the best programs and services that benefits a member's individual needs.
- g) Accurately complete complex service orders for connection of new services including new construction, device installs and maintenance, meter exchanges, and retirement of service, and execute all required paperwork.
- h) Accurately complete service order for disconnect, reconnect and transfer of service requests.
- i) Process rate changes and calculate service charges and capacity minimums based on Cooperative tariffs.

- j) Obtain membership application and any additional paperwork pertaining to member account management or any member requested special programs as per Cooperative requirements. Ensure all required documentation is electronically filed in Document Vault.
- k) Manage delinquent bill collections, including establishment of payment arrangements, promise to pay, monitoring payments received and executing disconnects within scope of present policies and practices to ensure the Cooperative is paid in a timely manner and to minimize the amount of risk to the Cooperative.
- l) Run daily, weekly and monthly reports to process, audit, analyze and monitor member accounts and special programs to identify potential discrepancies and inaccuracies. Initiate account modifications and corrections when identified.
- m) Retrieve and processes ACH payments, retrieve web-based government assisted payments and post to accounts accurately, manage expired/declined recurring credit/debit card transactions and communicate with membership.
- n) Oversees the completion of paperwork on returned checks and follows-up in accordance with established policy.
- o) Complete the recording of notes in Customer Information System (CIS), including contract expiration date, for the final signed Electric Service Agreement (ESA).
- p) Receive, record, and reconcile daily collections received at counter, drop box, mail, and electronically.
- q) Balances cash drawer and prepare receipts for daily deposit in accordance with Cooperative cash audit policies and procedures. Ensure daily bank deposits are delivered and recorded daily at local banking institute.
- r) Manage third party pay sites and communicate with pay site administrator to ensure proper allocation and deposit of funds.
- s) Serve as petty cash custodian to maintain and reconcile petty cash account as assigned. Obtain reimbursement of petty cash fund as needed. Administers distribution of funds for change making from petty cash fund for Cooperative employees.
- t) Purchasing agent for office supplies and general office equipment as needed. Monitor, report and request replacement for all technology devices that are not working properly.
- u) Ensure in-coming mail is delivered, sorted and routed to all staff.
- v) Maintains member files on an ongoing basis to ensure that the member information is accurate, and the member is billed correctly.
- w) Participates in Annual Meeting as required.
- x) Participates in safety meetings as required.
- y) Attend training, seminars, conferences, and online training sessions to utilize all available methods to improve knowledge and skills, both technical and as a Consumer Service Representative I.
- z) Be able to travel to different locations within, and outside of, the Cooperative for training, meetings, and conferences. Also travel to different Cooperative offices to staff offices who are short-handed.

MINIMUM JOB SPECIFICATIONS

- **EDUCATION AND EXPERIENCE:** High School Graduate or equivalent.

- **SKILLS AND ABILITIES**
 - Required**
 - a) Ten Key Skills – Fine finger dexterity and the ability to use a ten-key calculator and a ten-key pad on a computer keyboard quickly and accurately.
 - b) Typing Skills – Fine finger dexterity and the ability to type quickly and accurately to create correspondence and step-by-step instructions.
 - c) Computer Skills – The ability to use a computer and its corresponding accessories including a mouse, keyboard and monitor. This also includes the ability to learn new software as needed.
 - d) Microsoft Office Suite – Proficiency in Word, Excel, Outlook and PowerPoint.
 - e) Cloud-Based Programs – Proficiency in using cloud-based programs.
 - f) Adobe Acrobat – Ability to use Adobe Acrobat to scan documents into PDF form. Also, the ability to use Adobe Acrobat to modify or create documents.
 - g) Communication – Communicating effectively in writing as appropriate for the needs of the audience. This includes using proper grammar and punctuation. The ability to verbally convey information to others in a way they can understand. This includes the ability to tailor your communication style to a wide variety of individuals inside and outside of the Cooperative. The ability to listen and interpret what individuals are asking/telling you.
 - h) Member Service – Knowledge of principles and processes for providing exceptional member service. Ability to resolve complex and sensitive member service problems while remaining calm and professional during member contacts that can be high stress and verbally abusive.
 - i) Confidentiality – The ability to maintain confidential Cooperative and member information.
 - j) Research Skills – The ability to research complex and sensitive member service problems through research and investigation of work papers, and discussions with member to find solutions that best benefits the member within Cooperative guidelines.
 - k) Self-Development – The ability to independently search out learning opportunities to expand and update Consumer Services knowledge.
 - l) Decisiveness – The ability to evaluate a posed question or problem and make competent decisions within a reasonable amount of time.
 - m) Organization – The ability to keep files, schedules and projects organized.
 - n) Detail Oriented – The ability to pay attention to details.
 - o) Time Management – Managing one's own time.
 - p) Mathematics – Using mathematics to solve problems.
 - q) Ability to pass pre-employment drug test. Also have the ability to pass ongoing random drug and alcohol testing.
 - r) Ability to pass a credit check.

s) Ability to pass a background check.

Preferred

- a) Skype – The ability to communicate via instant messaging using Skype.
- b) Snag-It – The ability to use the Snag-It program to take screen shots for use in presentation materials.

WORKING CONDITIONS

- **WORKING RELATIONSHIPS:** Works under the direction of the Consumer Services Supervisor and the supervision of the Director of Consumer Services. Works with employees, members, banks, vendors, and visitors.
- **WORK ENVIRONMENT:** The position is in an office environment with occurrences of normal noise levels and normal temperatures throughout a normal work day.
- **PHYSICAL DEMANDS:** The position will require long periods of sitting, repetitive motion, and prolonged viewing and use of computer, monitor, keyboard, and mouse. It will also require some talking, listening, standing, stooping, bending, kneeling, walking, reaching, pushing, pulling, traveling and lifting up to 25 lbs.

EQUIPMENT AND MACHINERY USED: The position will require the knowledge and use of a desktop computer, iPad, calculators, scanners, copiers, printers, network telephone systems, handheld radios, binding machines, label machines, and mail machines.

POSITION TYPE: The position is full-time and employees are expected to work 8 hours per day, during normal business hours, with intermittent overtime (to include Holidays, evenings, and weekends) required with notice and approval.

TRAVEL: The position requires the Consumer Services Representative I to travel to various Cooperative locations. Some traveling will also be required to attend training. Some overnight travel will be required.

ADDITIONAL DUTIES: Additional duties and responsibilities may be assigned or added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.

Wheatland is E.O.E.