

Post Office Box 1679
Quincy, Florida 32353-1679
Quincy: (850) 627-7651



1640 West Jefferson
Street
Quincy, Florida
32351-5679

WE ARE HIRING!

Talquin Electric Cooperative, Inc. is seeking qualified candidates for the position of **Member Services Representative I** at our Quincy office located at 1607 West Jefferson Street, Quincy, FL 32351.

Hours: 8:00 am – 5:00 pm, Monday through Friday

Pay: \$19.23 hourly

Interested applicants should have a high school diploma or its equivalent. Education and communication skills must be sufficient to enable individual to satisfactorily understand and carry out job requirements and responsibilities in an acceptable manner. One year of general office experience preferred. Experience with handling and accounting of funds strongly desired. Must be able to deliver accurate work products. Demonstrated clerical ability in other positions may be recognized in lieu of the specific requirements above. Must possess and demonstrate the ability to meet the public in a professional and tactful manner at all times. Must be able to thoroughly understand and carry out the policies and procedures relating to the day-to-day operation of the area office in a conscientious and effective manner. Must project an attitude which is service oriented and maintain a professional appearance.

Please note: This position is a temp-to-permanent hire, which requires the first six months to be completed through a staffing agency. The selected candidate will become a full-time Talquin Electric Cooperative employee after the six-month period if monthly performance reviews have been successful and work is being completed in a satisfactory manner.

Candidates must be able to pass Cooperative physical examination as well as pre-employment drug screen and background check. Must live at a primary residence located within a 30 minute drive, as determined solely by management, of any Talquin Electric office facility.

RESPONSIBILITIES:

- A. Perform duties in a safe, satisfactory, competent and timely manner.
- B. Any particular skills possessed should be used, if applicable, in rendering good service to the Members and employees of the Cooperative.
- C. Understand and effectively communicate all Cooperative policies and procedures concerning fees, deposits, service charges, billing and collection charges.

- D. Receive and relay incoming phone calls with detailed knowledge of the correct section to refer the call to.
- E. Type correspondence, forms and reports with accuracy as required.
- F. Complete and process daily time sheets.
- G. Maintain files and records in an organized manner.
- H. Draft routine correspondence correctly.
- I. Prepare operational reports as required.
- J. Receive and process insurance claims in a timely manner.
- K. Receive and handle payments from Members accurately and in a courteous manner.
- L. Process payments accurately and balance payment drawer daily in accordance with procedures.
- M. Prepare bank deposit(s) daily.
- N. Inform Member Services Representative IIIs of payments on accounts subject to collection.
- O. Assist in securing information concerning bill adjustments.
- P. Become familiar with, and have an understanding of, information regarding Member accounts on billing calendar, CIS, billing register, file maintenance media and other related sources of information available.
- Q. Prepare and process service orders, construction orders, operating orders, outage reports as well as other applicable reports for Cooperative services received from Members.
- R. Communicate well with Cooperative personnel to ensure service is provided in a timely manner.
- S. Effectively communicate with neighboring utilities in the execution of terms of territorial agreements.
- T. Make computations and tabulations necessary to complete Member Service reports

(including survey) as required.

- U. Answer routine energy conservation questions from Members.
- V. Ensure positive and professional contact with the public. Advise Area Office Manager immediately of any problems or circumstances requiring their judgment.
- W. Assist other employees as necessary to serve Cooperative Member needs.
- X. Perform other related duties as assigned.

Interested candidates should reach out to Jasmine Shlekhar at Populus Group:

Jasmine Shlekhar
Populus Group
630-395-4631
JShlekhar@populusgroup.com

***An Equal Opportunity Employer
All replies are confidential.***

TALQUIN ELECTRIC COOPERATIVE, INC.
Quincy, Florida

POSITION DESCRIPTION

MEMBER SERVICES REPRESENTATIVE I

I. MANDATORY REQUIREMENTS & QUALIFICATIONS:

A high school diploma or its equivalent is required. Education and communication skills must be sufficient to enable individual to satisfactorily understand and carry out job requirements and responsibilities in an acceptable manner. Requires a valid driver's license. One year of general office experience preferred. Experience with handling and accounting of funds strongly desired. Must be able to deliver accurate work products. Demonstrated clerical ability in other positions may be recognized in lieu of the specific requirements above. Must possess and demonstrate the ability to meet the public in a professional and tactful manner at all times. Must be able to thoroughly understand and carry out the policies and procedures relating to the day-to-day operation of the area office in a conscientious and effective manner. Must project an attitude which is service oriented and maintain a professional appearance.

Must be able to pass Cooperative physical examination as well as pre-employment drug screen and background check. Must live at a primary residence located within a 30 minute drive, as determined solely by management, of any Talquin Electric office facility.

II. PHYSICAL REQUIREMENTS:

Either with or without reasonable accommodation, must be able to sit, stand, stoop, kneel, use hands and fingers to operate equipment including typewriters, computers, etc. Must be able to work seated or standing, as appropriate, at desk and counter height positions for extended periods of time. Must be able to lift and move supplies, equipment, etc. up to 15 pounds. Must be able to lift supplies, documents, records, etc. and place in proper storage compartments, some of which are overhead. Must be able to talk and hear at conversational levels. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

III. OBJECTIVE:

To maintain work methods which will render the best possible service to the Members of the Cooperative.

IV. RESPONSIBILITIES:

- A. Perform duties in a safe, satisfactory, competent and timely manner.
- B. Any particular skills possessed should be used, if applicable, in rendering good service to the Members and employees of the Cooperative.
- C. Understand and effectively communicate all Cooperative policies and procedures concerning fees, deposits, service charges, billing and collection charges.
- D. Receive and relay incoming phone calls with detailed knowledge of the correct section to refer the call to.
- E. Type correspondence, forms and reports with accuracy as required.
- F. Complete and process daily time sheets.
- G. Maintain files and records in an organized manner.
- H. Draft routine correspondence correctly.
- I. Prepare operational reports as required.
- J. Receive and process insurance claims in a timely manner.
- K. Receive and handle payments from Members accurately and in a courteous manner.
- L. Process payments accurately and balance payment drawer daily in accordance with procedures.
- M. Prepare bank deposit(s) daily.
- N. Inform Member Services Representative IIIs of payments on accounts subject to collection.
- O. Assist in securing information concerning bill adjustments.
- P. Become familiar with, and have an understanding of information regarding Member accounts on billing calendar, CIS, billing register, file maintenance media and other related sources of information available.
- Q. Prepare and process service orders, construction orders, operating orders, outage reports as well as other applicable reports for Cooperative services received from Members.

- R. Communicate well with Cooperative personnel to ensure service is provided in a timely manner.
- S. Effectively communicate with neighboring utilities in the execution of terms of territorial agreements.
- T. Make computations and tabulations necessary to complete Member Service reports (including survey) as required.
- U. Answer routine energy conservation questions from Members.
- V. Ensure positive and professional contact with the public. Advise Area Office Manager immediately of any problems or circumstances requiring their judgment.
- W. Assist other employees as necessary to serve Cooperative Member needs.
- X. Perform other related duties as assigned.

V. RELATIONSHIPS:

- A. Reports to: Area Office Manager
- B. Directs: None
- C. Coordinates and Cooperates with:
 - 1. Internal:
 - a. Area Office Manager: Keeps informed of work progress and potential problems with Member accounts.
 - b. Cooperative Personnel: Maintains effective working relationships with other employees.
 - 2. External:
 - a. Public: Deals with Cooperative Members and other organizations in a manner that enhances the goodwill of the Cooperative.

VI. AUTHORITY AND ACCOUNTABILITY:

- A. The Member Services Representative I is responsible to the Area Office Manager or their designee to perform the responsibilities within the scope of this position, as required.

- B. The Member Services Representative I shall be accountable to the Area Office Manager or their designee for the efficient performance of these duties.
- C. The Member Services Representative I shall secure approval of the Area Office Manager or their designee in making decisions when policies are unclear, inadequate or require interpretation.