

MEMBER SERVICES REPRESENTATIVE I

Talquin Electric Cooperative, Inc. is seeking qualified candidates for the position of Member Services Representative I at one of Talquin's offices. The requirements for this position are as follows: Education and communication skills must be sufficient to enable individual to satisfactorily understand and carry out job requirements and responsibilities in an acceptable manner. A high school diploma or its equivalent is required. Must have one year of general office experience including the handling and accounting of funds. Must be able to deliver accurate work products. Demonstrated clerical ability in other positions may be recognized in lieu of the specific requirements above.

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-today 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. Requires the ability to be responsive and persuasive at all levels of the organization and ability to handle employee and member issues in a confidential and tactful manner.

RESPONSIBILITIES:

- A. Any particular skills possessed should be used, if applicable, in rendering good service to the members and employees of the Cooperative.
- B. Understand and effectively communicate all Cooperative policies and procedures concerning fees, deposits, service charges, billing and collection charges.
- C. Receive and relay incoming phone calls with detailed knowledge of the correct section to refer the call to.
- D. Type correspondence, forms and reports with accuracy as required.
- E. Complete and process daily time sheets.
- F. Maintain files and records in an organized manner.
- G. Draft routine correspondence correctly.
- H. Prepare operational reports as required.
- I. Receive and process insurance claims in a timely manner.
- J. Receive and handle payments from members accurately and in a courteous manner.
- K. Process payments accurately and balance payment drawer daily in accordance with procedures.

- L. Prepare bank deposit(s) daily.
- M. Inform Member Services Representative IIIs of payments on accounts subject to collection.
- N. Assist in securing information concerning bill adjustments.
- O. 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.
- P. Prepare and process service orders, construction orders, operating orders, outage reports as well as other applicable reports for Cooperative services received from members.
- Q. Communicate well with Cooperative personnel to ensure service is provided in a timely manner.
- R. Effectively communicate with neighboring utilities in the execution of terms of territorial agreements.
- S. Make computations and tabulations necessary to complete Member Service reports (including survey) as required.
- T. Answer routine energy conservation questions from members.
- U. Ensure positive and professional contact with the public. Advise Area Office Manager immediately of any problems or circumstances requiring his/her judgment.
- V. Assist other employees as necessary to serve our members' needs.
- W. Perform other related duties as assigned by the Area Office Manager.

Talquin offers an excellent benefits package and a compensation structure commensurate with qualifications and representative of the market. A cover letter and resume will be accepted until 5:00 p.m. Wednesday, May 24, 2017. To apply, please contact:

Derek Rose
Aerotek
Email to derose@aerotek.com
850-219-4701

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