

Bartholomew County REMC Job Description

Job Title: Energy Solutions Representative
Department: Member Services
Reports To: Customer Services Supervisor
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: December 19, 2018
Job Code: 17T

POSITION SUMMARY

Provides excellent customer service by committing to provide value added services to both internal and external customers through attitude, knowledge, technical support and quality of service in a timely and professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains a professional manner and business appearance in accordance with company standards.
- Greets visitors to the office in a friendly and professional manner. Seeks to assist visitors and make them feel welcome.
- Responsible for the prompt answering of incoming phone calls and accurate routing of incoming phone calls.
- Assists members with in person, over the phone, or written interaction including but not limited to:
 - Setup new electric service or services offered through BCREMC.net.
 - Creates service orders
 - Setup arrangements
 - Processes member payments and adjustments
 - Collections and delinquent processing and reporting
 - Outage reporting
 - Schedules appointments for engineering and meter testing
 - Documents agency pledges
 - Complaint resolution
 - Termination of service
 - Assists with member rebates
 - Capital credit inquiry and estate payments
- Attempts to resolve problems before bringing them to the department supervisor, or when involving a manager offer viable solutions.
- Learns and maintains the skills necessary to navigate company specific software such as CIS System, After Hours Dispatch System, Meter Data Management, etc.
- Forwards customer feedback to appropriate staff person or department and follow-up to ensure the task is completed and customer is taken care of.
- Seeks out better methods for those processes for which the position is responsible.
- Maintains open and professional communication with manager and co-workers to assist in creating smooth work flow.
- Responsible for maintaining member forms and keeping them accessible in the work area to ensure the most current information is being distributed
- Accurate cashing and daily balancing of funds collected over the counter, night drop, by mail or over the phone.
- Works with Collection Agency to process collection payments and notify them of delinquent accounts.
- Drafts letter of acknowledgements for checks with non-sufficient funds and apply appropriate deposit and fees to member accounts.

- Updates account information for bankruptcies and writes outstanding balances to bad debt.
- Maintains organized filing system for member forms and information.
- Assists Member Services area with Electric Consumer Labels, Annual Meeting, and other activities as requested.
- Attends required training as determined by the manager or supervisor (including overnight travel).
- Other duties as assigned by the manager or supervisor.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and attain the position objective. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience
- Basic computer skills including working knowledge of Microsoft Office products such as Word, Excel, Outlook, Access, and Power Point. Ability to learn and use company specific software such as CIS System and Outage Management System.
- A positive attitude and pleasant demeanor to both members and coworkers.
- Ability to listen, understand problems and communicate solutions in person, electronically and over the phone with members, customers and employees to explain billing, payments and other issues.
- Ability to learn and disseminate information regarding policies and technical advancements in the electric utility to members.
- Ability to handle emotionally charged situations in a controlled manner.
- Ability to understand and carry out written or oral instructions.
- Ability to multi-task and work well with others in a fast paced environment
- Attention to detail and organizational skills.
- Ability to add, subtract, multiply and divide and complete other computations.
- A proficiency in the English language and its proper usage. Knowledge of a second language is a plus for this position.
- Ability to write simple correspondence.
- Ability to present information effectively in small group situations to members, customers and other employees of the organization.
- Must adhere to Company Safety Rules.

PHYSICAL DEMANDS

This position requires that the individual spend most of the day at a desk, in front of a computer, answering phones and interacting with walk in members. While performing the duties of this job, the employee is required to:

Frequently – see, talk, hear, walk, sit, use hands to finger, handle, type, feel and reach with hands and arms.

Occasionally – stand, stoop, kneel, crouch, climb, balance, crawl, and occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment is a climate controlled office environment with low noise levels.