

Position Description

Job Title:	<u>Member Services Representative</u>	Prepared By:	<u>Allison Uselman</u>
Department:	<u>Member Services</u>	Dated:	<u>1/6/2021</u>
Reports to:	<u>Member Services Manager</u>	Approved By:	<u></u>
Location:	<u></u>	Dated:	<u></u>

Job Purpose:

This position provides customer service to any and all members of TWEC. The position's primary objective is to provide first point of contact for members and visitors to TWEC office, as well as incoming calls. This position also has responsibility for receipt of member payments. This position also has responsibility to process member requests and educate members all load management and rebate programs. Will serve as lead for prepaid paying options.

Essential Job Functions (required duties and responsibilities):

1. Greets all visitors to the front desk, and connects them with appropriate TWEC employees.
2. Answers incoming calls, answering questions and directing caller to appropriate staff person
3. Receives member payments at front desk and prepares receipt and enters payment in to database.
4. Assists with other reception duties as needed.
5. Provides education, advice and other assistance to members regarding dual heating, water storage, controlled air conditioning and controlled irrigation.
6. Performs energy analyses for members to determine best utilization of TWEC programs (i.e. analysis of converting propane to electrical power, and resulting costs and other conversion issues.)
7. Participates in development and presentation of energy related events to groups within the community.
8. Ensures members are utilizing cost and energy saving programs and processes appropriate rebates.
9. Educates and enrolls members in prepaid payment options. Responsible for manual processing and setting up automatic processing. Responsible for education and communication (working with Communications Specialist) for prepaid billing. Responsible for enrolling and canceling all members.
10. Performs the collection processes, including securing payment arrangements, handling broken payment arrangements, insufficient funds, delinquency notifications to members, and bad debt process including notification to members and collection agencies.
11. Determines and issues service orders for energy load technicians, trouble-shooting and following up with members and TWEC technicians to ensure completion.
12. Promotes and advises members on "Improve-It" loan program for members.
13. Coordinates, with vendors, warranty work for water heaters to ensure member satisfaction.
14. May provide back-up as needed, to other office staff as well as line worker radio calls; assists in emergency situations as needed.
15. Provides above and beyond member service.
16. Adheres to service standards set forth.
17. Proficiently run MDMS reporting
18. Updates schematics, where necessary, for local electrical construction.
19. Stays current and knowledgeable with all of TWEC's programs, services, rates and regulations.
20. Creates, revises and updates documentation related to TWEC energy programs;
21. Prepares and submits all required reports and documentation to appropriate agencies and/or TWEC management, including load control violation reports.
22. Performs other duties and requested or assigned.

Education/Experience:

High school diploma or equivalent required
2-year college degree preferred
2+ years in administrative position

Desirable Skills/Attributes:

- Attention to detail and accuracy;
- Proficient technologically
- Strong verbal and written communication skills;
- Strong member relation skills, communicating verbally and in writing in cordial and knowledgeable manner;
- Ability to participate as Cooperative team member and also work independently within parameters of Cooperative's policies and procedures (KE: add same language for all non-management staff)
- Maintains strict confidentiality of member's and Cooperative's sensitive information

Physical Demands/Working Conditions:

Physical Demands:	Frequent sitting at desk, computer screen; walking, standing Visual acuity for reading reports, regulations
Mental Demands:	Addressing issues or complaints from members and/or the community
Working conditions:	Office environment; Occasional driving; may operate company vehicle

Disclaimer:

Requirements are representative of the minimum levels of education, experience and skills required to perform the essential functions of this job with or without accommodation. The job description does not constitute a written or implied contract of employment. Image Sensing Systems, Inc. reserves the right to revise or change essential job functions and/or required duties and responsibilities as the need arises.

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