

Jump River Electric Cooperative
POSITION DESCRIPTION
Temporary Part-Time Consumer Service Representative - Hayward

Objective

The Part-Time Consumer Service Representative plays an important role in the success of the Cooperative. It is a team-oriented position aimed at providing assistance to the Full-Time Customer Service Representative and the members of the Cooperative.

Position Summary

Primary responsibilities include providing quality service, satisfying member and customer requests in a helpful, professional, and courteous manner. Maintain confidentiality, excellent communication with members, set up new memberships, new service or making changes to existing service, receive and process payments, answer incoming phone calls, provide reliable billing and collections information, and maintain necessary customer information files.

Reports To

Front Office Supervisor Ladysmith and coordinates with Hayward Operations Supervisor.

Duties and Responsibilities for this Non-Exempt Position (Illustrative, not inclusive)

1. Collects and processes all payments. Uses digital check scanner to transmit daily check deposits. Reconcile cash drawer, create a cash deposit, and make accurate change.
2. Answer the telephone courteously and promptly, ensuring customer needs are satisfied as directly and quickly as possible. Also answering roll-over phone calls from Ladysmith when needed.
3. Greet walk in customers in a respectful and positive manner to ensure customer feels welcome and appreciated.
4. Provides information about company programs, products, services, and promotions available to members.
5. Assist members with complaints, account questions, billing and other inquiries.
6. Sort, open and distribute mail.

Qualifications Required

1. High school diploma or equivalent.
2. Previous customer service experience is desired.
3. Computer skills and Windows based software.
4. Accurate typing and 10 key skills are required.
5. Ability to get along with people.
6. Ability to communicate both written and verbally.
7. Ability to pass basic math assessment.

Licenses and Certifications

A valid Wisconsin Driver's License

First Aid and CPR Training and Certification (obtainable on the job)

Miscellaneous

1. Maintains a neat appearance and neat work area.
2. Follows Cooperative's policies and rules as set by Management.
3. Attend meetings, workshops or seminars when requested to do so.
4. Be punctual, arrive to work and do your work on a timely basis.
5. Abide by the Cooperative's Safety and Operating Procedures and adhere to board approved policies.

Personal Attributes Required

1. Must demonstrate exceptional interpersonal skills by portraying a professional image and positive image of the cooperative in all contacts with the public.
2. Must demonstrate the ability to establish and maintain effective working relationships by using appropriate interpersonal skills.
3. Must be able to understand the need for teamwork and customer service.
4. Must be able to maintain self-control under stressful situations and workload pressures without exhibiting negative behaviors.
5. Must be able to maintain confidentiality of sensitive information and interact with others to accomplish tasks without arousing hostility.
6. Must be able to assume responsibility and work with independence, as well as in a team setting.

Essential Physical/Mental Requirements

1. Must be able to sit or stand for medium periods, up to four hours in an eight-hour day, with or without back support. Must be able to work outdoors and travel as occasioned by meetings and community events.
2. Must be able to perform light office work continuously, while frequently lifting up to 10 pounds without assistance and infrequently lifting up to 50 pounds.
3. Must be able to communicate effectively with peers and the public both in person, in writing and over the telephone.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to store and retrieve files, use telephone, calculator and computer.
6. Must have dexterity and hand/eye coordination necessary to operate computer keyboard and other office equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork, use of computer and other administrative functions.
8. Hearing activity requires the ability to participate in numerous conversations throughout the workday both in person and over the telephone.
9. Must be able to complete job duties in an environment where background noise and frequent interruptions are the norms.
10. Must have the ability to maintain concentration and focus on lengthy and often complex projects.
11. Must be able to cope effectively with periodic stress brought about by time pressures and deadlines and/or conflict situations which may arise.
12. Must demonstrate ability to utilize basic math skills of addition, subtraction, multiplication and division.
13. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to both comprehend *and* communicate complex material or requests.
14. Must demonstrate excellent English language skills, including spelling, grammar and proofreading.

Working Conditions

Irregular times required within a Monday through Friday, 8:00 a.m. to 4:00 p.m. Schedule will be determined at least 1 week in advance. Whenever possible late changes to schedule will be avoided however special circumstances may arise with short notice.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

JREC is an equal opportunity provider and employer.