

Member Service Representative

Job Description

NRECA Job Code 21-3511

Serves as the primary contact to consumers of Otero County Electric Cooperative, Inc. to provide accurate and timely data entry in the provision of services, problem resolution, receiving payments, general inquiries, outages and account maintenance.

Typical Responsibilities include, but are not limited to:

- Greet visitors to the office in a professional and friendly manner.
- Answer and manage incoming phone calls.
- Answer questions about service and processes. Appropriate member requests relating to new and existing electric service accounts.
- Provide accurate, valid and detailed information by using the right methods/tools/programs.
- Issue and receive requests for connections/disconnections and changes in electric service or accounts. Process new accounts and maintain existing accounts via phone, email, mail or social media.
- Handle complaints, provide appropriate solutions or alternatives in a timely fashion and follow up to ensure resolution.
- Open and route incoming mail and prepare outgoing mail.
- Receive and process member payment(s) including, cash, checks and credit cards following proper procedures.
- Balancing of cash drawer and facilitate deposits.
- Troubleshoot, respond and/or route billing and other departmental concerns.
- Learn and comply with OCEC safety rules and procedures.
- File and scan member information to appropriate locations.
- Perform additional and other duties as assigned.

Job Requirements:

- Must be computer proficient.
- Must notify the Cooperative if they do not have a valid NM driver's license.
- Possess oral and written communication skills in the English language.
- Extensive experience in customer service and highly proficient in multi-tasking.
- Possess excellent interpersonal skills including the ability to maintain a harmonious working relationship with all Cooperative employees.
- Possess good typing/keyboarding and calculating skills accurately and proficiently.
- Receive and send detailed information through oral and written communications.
- Provide support to other area offices as needed (travel may be required).
- Occasionally bending body downward and forward by bending spine at the waist, using lower extremities and back muscles. Occasionally extending hand (s) and arm (s) in any direction.
- Substantial movements (motions) of the wrist, hand, and /or fingers.
- Some overtime hours may be required.
- Sitting for extended periods of times.
- Maintain confidential information.
- Ability to become a Notary Public.
- Ability to gain thorough knowledge of OCEC's rates, policies and procedures and ability to interpret and explain OCEC's rates and charges to members.
- Operate office machines and systems, such as computers, scanners, fax, calculating and Xerox.
- Ability to learn current software programs and any upcoming new programs.