



Customer Service Representative

I. OBJECTIVE:

- A. Provide continuous quality service with accurate billing of accounts for the purpose of maintaining good member relations and to minimize revenue loss. Take member payments on accounts and assist members or direct to the appropriate department.

II. REPORTING RELATIONSHIPS:

- A. Reports to: Customer Service Representative Supervisor
B. Coordinates work with various departments as needed and/or required.

III. RESPONSIBILITIES AND AUTHORITIES:

A. SPECIFIC DUTIES ASSIGNED:

Cashier

- Receive and post payments daily
- Prepare daily deposit
- Sort, stuff, post and distribute mail, bills, reminders and collection letters
- Post and track special bills

Collection Clerk

- Maintain collection list
- Educate members about the collection process and options available and the timelines for payments
- Work with various agencies concerning assistance for delinquent members
- Follow established policies for collection process
- Same for returned checks and missed payment agreements

Customer Service & Receptionist

- Process changes – forwarding & transfer information for moving member, new information on new member
- Educate new members on the advantages and differences of a cooperative versus regular utility service
- New Service – process electrical permit, work order, easements, copies for auditor, etc.
- Remain current on all policies of cooperative regarding new services, reconnecting old or delinquent accounts
- Inform members about, create and process line removal
- Promotes the efficient use of electric energy
- Exercises reasonable care in the use of and security of all cooperative assets
- Responds to member inquiries promptly and courteously, refers to the appropriate cooperative personnel as needed/required



BIG HORN COUNTY ELECTRIC Cooperative, Inc.

P.O. Box 410
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Quality Service Since 1941

Dispatch

- Inform line crews about updated situations (outages, reconnects, disconnects, etc.)
- Call members during outages or before for planned outages

Other – Miscellaneous

- Determines employee who gets locate request, tracks to make sure all are accounted for
- Filing
- Keeps informed of all association plans, programs and policies
- Learns and complies with the cooperative's safety rules and regulations
- Cooperates with other employees in maintaining a sound working relationship and high morale, exchange of ideas, information and job experience that will benefit the association and assure continued progress of the cooperative
- Perform other duties as requested or directed

IV. EXTERNAL RELATIONSHIPS:

A. Members:

1. Does everything possible in the position to give the members superior service, is constantly alert for possible property damage, and answers or refers to all member inquiries promptly.

B. Public:

1. Maintains friendly, cooperative relationships with the general public in the performance of responsibilities.

EDUCATION:

High School graduate or equivalent.

EXPERIENCE:

Office experience in public contact position. Experienced in cooperative billing and collections is desired.

JOB KNOWLEDGE:

Must be able to acquire within a reasonable time span a knowledge of the cooperative's billing and collection procedures. Must be familiar with BHCEC billing, collections and customer service representative processes and procedures.

ABILITY & SKILLS:

Must be able to handle a variety of diverse tasks and organize work to meet deadlines with attention to detail and accuracy. Must be proficient in the use of personal computer and computer terminals, as well as a variety of office equipment. Must be able to carry out a variety of activities which require a high degree of accuracy and attention to detail.



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WORKING CONDITIONS:

Normal office conditions. Occasional travel may be required. Overtime work and weekend/holiday work may be required as needed for after-hours outages and emergencies.

All employees of Big Horn County Electric Cooperative work for the members we serve, providing these members with the best possible service always.