

# **ROUGH RIDER ELECTRIC COOPERATIVE INC.**

Dickinson/Hazen, North Dakota

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## **CUSTOMER SERVICES REPRESENTATIVE**

### **Position Description**

Effective: January 2018

Classification:	Union	FLSA Status:	Non-exempt
NRECA Job Code:	21-3511	Employment Status:	Full-time
Department:	Member Services	Location:	Dickinson, ND

**REPORTS TO:** Business Manager

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**SUPERVISES:** None

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### **DISCLAIMER:**

THIS IS NOT INTENDED TO CREATE A CONTRACT OR BE AN ALL-INCLUSIVE LIST OF DUTIES. THIS DESCRIPTION MAY BE CHANGED AT ANY TIME WITHOUT NOTICE. ALL PRIOR POSITION GUIDES OR DESCRIPTIONS FOR THE ABOVE LISTED POSITION ARE HEREBY REVOKED AND SUPERSEDED.

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### **PURPOSE FOR THE POSITION:**

Assist the cooperative in maintaining a high level of member satisfaction. Participate in the development of member programs and policies that provide benefits to cooperative membership. Provide member education and satisfactory member issue resolution; enhancing the member relationship with the cooperative.

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### **EDUCATION AND EXPERIENCE:**

Associate Degree in Business Management or related field required. Bachelor Degree with emphasis in job-related field preferred. In lieu of a degree, the incumbent must possess sufficient prior work experience and extensive training in progressively more responsible positions during which the skills and abilities to perform the position's essential responsibilities have been amply demonstrated at a consistently competent level. Experience in NISC/iVue preferred. Valid North Dakota driver's license required.

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### **CORE COMPETENCIES:**

1. Accept responsibility for the duties of your position. Work diligently toward complete accurate work assignments.
2. Develop the necessary skills and knowledge to perform the duties of the position. Attend meetings and seminars as directed.
3. Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
4. Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the Cooperative's Safety rules and procedures.
5. Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
6. Accept and adapt positively to changes in your position and within the Cooperative.

- Develop a commitment to accept ongoing change.
7. Be a positive influence within and outside the Cooperative. Lead by example, maintaining a positive attitude, professionalism and supportive environment.
  8. Support the Cooperative's mission by staying current with information to cultivate and positively project the Cooperative's philosophy.
  9. Improves processes and services; continually works to improve supervisory skills.
  10. Must be able to interact with others using tact, patience and courtesy.

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### **ESSENTIAL RESPONSIBILITIES:**

1. Proficient in and provide energy use analysis to members. Assist other departments with investigating high bill complaints or power quality issues, attempting to resolve issues to cooperative and member satisfaction.
2. Assists with residential and commercial energy audits.
3. Establishes and maintains electric customer accounts, processing all service orders for connects, disconnects, transfers and meter changes.
4. Sets up Pay-By-Bank accounts and E-Bill accounts. Processes monthly payments. Monitors e-mails generated by e-bill accounts.
5. Reviews delinquent accounts and the recommended collection actions to be taken. Reviews final and de-energized bills for accuracy.
6. Responsible for dispatch.
7. Executes delinquent account process. Receives calls and makes arrangements for payments. Determines collection actions to be taken.
8. Responsible for the completion of daily cash entry.
9. Assists Business Manager with set up and direction of cooperative member programs.
10. Maintains customer budget billing program. Sets up initial budget billing accounts and monitors throughout the year.
11. Explains REC rates, policies and procedures. Refers member to proper department when a more technical explanation is necessary.
12. Becomes familiar and directs customer accounting activities including maintenance of the consumer data base, meter reading, approval of adjustments, LIHEAP and SRST submittals and assistance with customer inquiries or complaints.
13. Responds to member inquiries in person, resolves problems, makes adjustments and updates consumer records.
14. Assists with annual meeting, ordering supplies as needed.
15. Other duties as assigned.

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### **TO DO THIS KIND OF WORK, YOU MUST BE ABLE TO:**

- Speak clearly and listen carefully
- Communicate well with many different kinds of people
- Ability to prioritize and plan
- Change easily and frequently from one activity to another
- Ability to read, analyze and interpret common technical documents, spreadsheets and other business-related documents.
- Ability to remain flexible and adaptable in a fast-paced environment, effective organizational and interpersonal skills required, excellent verbal and written communication skills, ability to utilize office automation technology, such as calculator, personal computer (Microsoft Word, Excel, Outlook).

**PHYSICAL DEMANDS:**

**Summary:**

Work indoors in controlled environment. Activities include work on computer screen and extensive work with financial records. Lifting 25 lbs. maximum and occasionally lifting and/or such articles as file folders, paper supplies, data storage binders.

**Definition of frequency examples:**

- Frequently – Every day to once a week occurrence.
- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

<i><b>PHYSICAL DEMANDS</b></i>	<i><b>FREQUENCY EXAMPLES</b></i>
Standing	Frequently
Walking	Frequently walk to copier, vault, other offices
Sitting	Frequently at workstation completing paperwork in office
Lifting, Carrying	Occasionally lift & carry data binders, office supplies
Pushing, Pulling	Occasionally pulling file drawers, etc.
Climbing Stairs	Occasionally climb stairs
Kneeling, Crawling	Occasionally
Talking	Frequently talk with employees, vendors, consumers and general public
Hearing	Frequently communicates with supervisor, fellow employees
Visual ability	Frequently inspect paper work & information on computer screen
Bending, Stooping	Occasionally bend & stoop for material
Gripping, Grasping	Frequently gripping pen, pencil
Other physical demands	Mental & emotional pressure due to degree of responsibility
<i><b>WORKING CONDITIONS</b></i>	<i><b>FREQUENCY EXAMPLES</b></i>
Exposure to Outdoor Conditions	Not Applicable
Extreme Noise	Not Applicable
Moving Parts & Equipment	Occasionally with paper shredder, typewriter
Electric Shock	Not Applicable
High Exposed Places	Not Applicable
Exposure to Chemicals	Occasionally with toner, cleaning supplies
Vehicular Traffic	Occasionally driving to meetings
CRT Screens (Monitors)	Frequently works on computer
Slippery Conditions	Occasionally encounter ice, snow and rain

**WORKING CONDITIONS:**

Inside: Work indoors at desk and computer. Frequently sits for long periods at computer screen. Outside: Occasional work outdoors. Frequently travels to attend meetings or visit consumers.

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**REQUIRED SAFETY TRAINING:**

Employees shall be trained in and familiar with the safety related work practices, safety procedures and other safety requirements in the cooperative’s safety manual that pertain to their respective job assignments. Employees are required to attend regularly scheduled safety training meetings for training in all areas that pertain to their respective job assignments. Employee must be qualified in basic first aid, CPR.

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**REMARKS:**

The foregoing position description is not all-inclusive of the duties to which the employee may be assigned. In order to ensure maximum flexibility and efficiency and to encourage cross training, employees will be assigned additional duties as are deemed necessary or desirable.

I have read my Position Description and understand my assigned responsibilities, and have been given a copy of this Position Description. I also certify by my signature below that I am able to perform the essential functions of this position description either with or without a reasonable accommodation.

Accepted by: \_\_\_\_\_ Date \_\_\_\_\_  
Employee

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Human Resources