



Customer Service Representative
Position Description
Effective: May 2022
Revised: November 2025

Classification:	Union	FLSA Status:	Non-Exempt
NRECA Job Code:	21-3511	Employment Status:	Full-time
Department:	Member Services	Location:	Hazen
Reports to:	Manager of Member Services	Supervises:	N/A

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. IN ORDER TO MAXIMIZE FLEXIBILITY AND EFFICIENCY, EMPLOYEES MAY BE ASSIGNED ADDITIONAL DUTIES AS DEEMED NECESSARY. ALL PRIOR POSITION GUIDES OR DESCRIPTIONS FOR THE ABOVE LISTED POSITION ARE HEREBY REVOKED AND SUPERSEDED.

PURPOSE FOR THE POSITION:

This position assists 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.

QUALIFICATIONS AND EXPERIENCE:

A bachelor's degree with emphasis in job-related field is required. An associate degree or a minimum of five years of progressive member/customer service experience in lieu of formal education may be considered. The incumbent must possess sufficient prior work experience and the skills and abilities to perform the position's essential responsibilities at a consistently competent level. Experience utilizing office automation technology, such as MS Office Suite is required. Experience in NISC/iVue preferred. Valid North Dakota driver's license is required.

CORE COMPETENCIES:

1. Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the Cooperative safety rules and procedures.
2. Review and abide by established policies and procedures of the cooperatives and associated entities.
3. Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
4. 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.
5. Accept and adapt positively to changes in the position and within the cooperative and associated entities. Develop a commitment to accept ongoing change.
6. Be a positive influence within and outside the cooperatives and associated entities.
7. Support the Cooperative's mission by staying current with information to cultivate and positively project The Cooperative's philosophy.
8. Provide leadership that stimulates a high standard of morale among employees of the office by using team spirit and enthusiasm.
9. Accept responsibility for the duties of the position. Work diligently and efficiently toward complete and accurate work assignments.

ESSENTIAL JOB FUNCTIONS:

1. Maintains excellent verbal and written communication skills.
2. Demonstrates effective organizational and interpersonal skills.
3. Efficiently prioritize, plan, and change easily from one activity to another.
4. Remain flexible and adaptable in a fast-paced environment.

5. Establishes and maintains electric member accounts, processing all service orders for connects, disconnects, transfers and meter changes.
6. Maintain a current understanding and knowledge of rates, policies, and procedures. Refer members to proper department when a more technical explanation is needed.
7. Responds to member inquiries, resolves problems, adjusts, and updates consumer records.
8. Performs other tasks and assumes other responsibilities as assigned by supervisor.

PHYSICAL REQUIREMENTS:	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Seeing: Read documents and computer screen.				X
Hearing: Communicate in person and via telephone and virtual.				X
Standing/Walking: Walk to various office items or offices.				X
Fingering/Grasping/Feeling: Use of pen, keyboard				X
Climbing/Stooping/Kneeling, etc.: Stairs	X			
Lifting: lift a maximum of 50 pounds from the floor	X			
WORKING CONDITIONS:	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Indoors, In an Office				X
Indoors, Warehouse/Shop	X			
Outdoors, Moderate/Extreme Weather Conditions	X			
Working at Heights greater than 5 feet above the ground.	X			

REMARKS:

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 can perform the essential functions of this position description either with or without a reasonable accommodation.

Accepted by: _____
Employee _____
Date

Approved by: _____
Manager of Member Services _____
Date