

GIBSON ELECTRIC MEMBERSHIP CORPORATION

MEMBER SERVICE REPRESENTATIVE

EEO Group: Administrative Support Workers

Overtime Status: Non-Exempt

Division: HR and Member Services

Reports To: Member Service Team Leader

Position Summary: Serves as the point of contact for members, courteously and professionally providing help and promoting Gibson EMC's and Gibson Connect's products and services. Establishes accounts, maintains accounts, receives payment, reviews past due balances, makes collection calls, etc.

Essential Duties:

1. Follows all safety rules and procedures
2. Greets all guests, in person and by telephone, promptly and with a smile. Uses member name when possible and always expresses appreciation for business. Relays messages, transfers calls, and in the case of power outages, creates outage report for Dispatchers
3. Actively promotes electricity, and member participation in all Gibson EMC and Gibson Connect programs and services at every opportunity. Performs processes related to registration and participation; courteously and professionally recommends appropriate programs/services, provides information, answers questions and responds to complaints
4. Responds promptly to radio communications and initiates radio communication with fellow employees as needed. Clearly and accurately communicates information
5. Courteously and professionally assists members with Gibson EMC and Gibson Connect products, programs and services. Helpfully answers questions and resolves problems with win/win objective. If resolution extends beyond authority, involves direct supervisor. Establishes new accounts, creates service orders, collects deposits, cross-checks for uncollected debt; if found, collects or sends to accounting to set up in Long-Term Debt before connecting new account
6. Receives members' payments for Gibson EMC and Gibson Connect and accurately credits transactions to proper accounts. Makes arrangements for payment, as needed and within established guidelines. Maintains members' accounts and updates account information (adds E911 and priority meter information, transfers membership and deposit fees, adjusts bills, notes bankruptcies and returned checks, etc...) Prepares and balances petty cash
7. Balance cash drawer(s) and creates bank deposits daily. Deposits should be taken to bank no later than 2 p.m. the next business day. Forwards cash drawer and batch posting totals to accounting daily. Sends deposit slips to accounting daily. Batch posting stubs are sent monthly to accounting.
8. Sells electrical permits and forwards copies of those permits to dispatch to be imaged for the Kentucky office only. In all offices, posts electrical inspection results to locations and service orders for tracking. Compiles list of jobs ready for crew to complete after inspections have passed state requirements. Issues meter bases to electricians and homeowners with proof of purchase of the state electrical permit.
9. Processes paperwork for new members establishing service (obtaining required information) for both Gibson EMC and Gibson Connect
10. Reviews collection inquiries. Prepares and provides report of members whose service is to be disconnected for non-pay and broken arrangements daily. Makes collection calls to members on collection report for Gibson EMC and Gibson Connect. Processes and completes service orders. Runs report on open service orders daily Updates service notes as information is received and takes other necessary action. Processes reconnects following payment. Electronically connects and disconnects meters as needed.
11. Maintains member accounts for Gibson EMC and Gibson Connect; updates member's profile and corrects inaccuracies; adds phone numbers and updates service addresses when possible
12. Sends appropriate documentation to Dispatch weekly for imaging
13. Posts time worked daily for MSR position and Member Service Center crew. Checks for accuracy; verifies pay period totals with accounting. Maintains employee time spreadsheet

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14. Assists Crewleaders and Field Engineers in the creation, processing and transmitting of jobs
15. Creates and processes purchase orders for purchases exceeding \$50
16. Processes mail, including members' payments received by mail, through night depository, and e-mails
17. Opens office daily and prepares for business; and secures office at close of day. Requests office supplies and forms as needed
18. Makes recommendations to direct supervisor regarding process improvement and problem resolution when independent action would exceed scope of authority
19. Complies with Gibson EMC's policies prohibiting harassment and discrimination and immediately reports possible violations to VP of HR and Member Services
20. Complies with Gibson EMC's Drug-Free Workplace policy and immediately reports possible violations to division VP and VP of HR and Member Services
21. Complies with all policies, safety rules and procedures; and immediately reports possible violations to division VP and VP of HR and Member Services
22. Attends safety meetings as required; and participates in other training to stay abreast of developments within area of authority and best practices
23. Assists with annual meeting as needed
24. Performs other duties as assigned

Equipment Requirements (must be able to effectively use):

Personal Computer, cash register, printer, copy machine, two-way radio, telephone, and 10-key calculator

Software Requirements (must be able to effectively use):

Gibson EMC General Accounting, Member Accounting, e-mail, and mapping and all Gibson Connect software

Education Degrees, Certificates, Licenses, and/or Training:

Required:

- High School Diploma or equivalent

Preferred:

- Customer Service training
- Telecommunications customer service or tech support training
- National Career Readiness Certificate with Level 3 or Bronze - Applied Mathematics; Level 4 or Silver – Locating Information; and Level 4 or Silver – Reading for Information
- Courses or training in: keyboarding; software used by position; the operation of equipment used by position; and Member service;
- Valid CPR/First-Aid Certificate

Experience, Knowledge, Skills and Abilities:

Required:

- One year of experience in a customer service position
- One year of experience in a cash handling position
- Ability to keyboard proficiently
- Ability to learn and proficiently use computer software required of position
- Ability to proficiently operate equipment used by position.
- Ability to learn and promote programs/services
- Ability to effectively perform multiple tasks simultaneously, organize, and meet deadlines
- Ability to maintain professionalism and effectively accomplish job duties in stressful situations
- Ability to effectively communicate (listen, understand and speak) with and courteously assist members, other employees, and the public
- Ability to read and comprehend

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- Ability to professionally compose notes, emails and other various communications
- Ability to learn and apply Gibson EMC and Gibson Connect policies and procedures. Ability to exercise independent judgment within the parameters of Gibson EMC and Gibson Connect policies and procedures and effectively resolve non-routine problems
- Ability to maintain strict confidentiality of sensitive information

Preferred:

- Two years of experience in a customer service or position in an electric utility
- Two years of experience in a customer service or tech support position in a telecommunications company
- Two years experience in a cash handling position

Physical Requirements (must be able to):

Use hand(s) and finger(s); hear, understand and speak effectively, sit or stand for long periods of time; push, pull, lift and carry weights up to 10 pounds

Working Requirements (must be able to):

- Work eight hours per day, five days per week
- Respond to 24-hour call-out and work overtime as needed, including weekends, nights and holidays
- Travel occasionally as needed (inside Co-op service area, outside service area, and overnight)

Important: This position description is not intended to be all-inclusive; other duties may be required as assigned. Gibson EMC reserves the right to revise this position description as needed. This position description does not constitute a written or implied contract of employment.

Revised: April 18, 2007; December 4, 2008; October 21, 2010; June 10, 2014; March 30, 2017; June 13, 2018; November 2, 2022, February 28, 2023