

Arab Electric Cooperative

POSITION DESCRIPTION

Position: Customer Service Specialist
Department: Customer Service
Immediate Supervisor: Customer Service Supervisor
Direct Reports: None
FLSA Designation:

Position Summary

Customer Service Specialist meets and greets members, resolving most phone calls, responding to many Member inquiries as directed, maintaining accurate Member account information and a variety of other functions directly or indirectly related to Member Services.

Essential Job Functions

- Greets and interacts with Members appropriately.
- Resolves Member inquiries for accurate account information in a timely manner.
- Appropriately accepts and properly documents payments on behalf of Members either directly or through third parties as applicable.
- Communicates deposit requests and service fees to Members.
- Process and updates Member service orders within the customer information system, including new member connects, transfers, member account closures, new construction and meter switches.
- Initiate and update service orders for Electrical Systems Operations.
- Complies with all Standard Operating Procedures applicable to position.
- Provides accurate and appropriate information as needed.
- Sets up bank drafts and e-statements for member accounts and ensures they are processed.
- Answers telephone, route calls and takes messages for all departments. Makes outbound calls to members as needed.
- Prepares letters, memorandums, reports and work on special projects as requested.
- Communicates as needed with other departments including payment services, right of way crews, collections, outside crews and meter reading as appropriate.
- Operates a networked personal computer to efficiently maintain and utilize the data including the use of Microsoft Office products including but not limited to billing software, email, web

data and banking information as required.

- Attends and participates in training programs for improvement of job knowledge, skill and safety.
- Performs other duties as assigned.

Education and Experience

High school diploma or GED.

Knowledge, Skills, & Abilities Required

- Aptitude for appropriate interaction with public
- Skill in diplomacy and tact
- Must be detail oriented
- Proficient PC skills and familiarity with MS Word, Excel and other software as applicable
- Strong verbal and written communication skills to present account updates effectively upon demand
- Ability to apply logic and judgment in solving problems
- Must be able to work effectively in a team environment

Working Conditions

Normal work hours: Monday through Friday.

Work is normally performed in a typical interior/office work environment. Some overtime work may be required.

Physical Demands

Job is physically comfortable; individual is normally seated or standing and has discretion about walking, standing, etc. May occasionally lift very lightweight objects typically found in a business office.

Environmental Conditions

Work environment is generally climate-controlled office with adequate lighting and low noise levels.

Equipment Used

This job uses a computer, scanner, phone, copier, printer and document shredder.

Email resume and cover letter to jobs@arab-electric.org.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of the business demands change so, too, may the essential functions of this position.