



MEMBER SERVICES REPRESENTATIVE

Temporary

White River Electric Association, Inc.

JOB SUMMARY:

Provide, on a temporary basis, accurate and timely assistance with consumer account management and assist Members/Consumers with their requests including payment processing, service configurations (connect, transfers, terminations), telephone call assistance and routing to personnel in other departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The responsibilities listed below are representative of the knowledge, skill and/or ability required.

- a) Greet and assist members, customers, and the general public professionally and efficiently in the reception area.
- b) Answer incoming calls in a prompt, courteous, and efficient manner ensuring that calls are accurately, properly, and promptly completed.
- c) Process all incoming payments with precision and within designated timeframes.
- d) Add, configure, and maintain consumer accounts using the company's data processing systems. This will include entering consumer information, selecting appropriate configurations, updating information, and scanning related documents.
- e) Assist with all aspects and functions for White River Energy as requested or directed, including but not limited to: cash receipts, bank deposits, billing, collections and monthly bank reconciliation.
- f) Assist Members /Consumers with energy assistance applications or submissions and facilitate energy-efficiency rebate and weatherization programs hosted by associated organizations.
- g) Process various tasks related to consumer accounts. This may include auto-payments, service orders, miscellaneous billings, sales & readings uploads, bank deposits, account reconciliations, capital credit processing and other tasks that may be assigned.
- h) Open, maintain, and close member / consumer areas each business day. This includes daily balancing of cash drawers.
- i) Process mail (collect from Post Office, sort, process, route, and deliver outgoing mail to Post Office) each business day.
- j) Monitor and maintain office and breakroom supply inventories.
- k) Coordinate and work with all departments of the cooperative.
- l) Assist with all aspects of general office/accounting procedures for the benefit of the cooperative as requested or directed.
- o) Assist with or maintain data entry required for data processing and computer operations.

- p) Become familiar with and adhere to Cooperative policies.
- q) Participate in programs for improvement of job knowledge and skill.
- r) Understand and personally perform all duties in accordance with applicable safety and Cooperative policy manuals, as well as report to Supervisor hazardous conditions and needed maintenance in the office.
- s) Maintain desk and surrounding area in a clean and orderly manner. Maintain proper use and care of office equipment and report any equipment working improperly or in need of repair.
- t) Conduct oneself in such a manner as to contribute a better understanding of the Cooperative when in contact with members or the general public, as well as maintain a harmonious relationship with all Cooperative personnel.
- u) Perform other duties as may be assigned from time to time.

OTHER SKILLS and ABILITIES

- a) Effective verbal and written communication skills are required. Ability to speak effectively and appropriately to members, customers, and the general public and maintain a professional appearance and attitude.
- b) Must be able to work well under pressure, stay organized and work independently and efficiently. Reliable and dependable, attention to detail, ability to prioritize tasks and be a self-starter.
- c) Must be able to tolerate repetitious work and adapt to performing a variety of duties, often moving from one task to another of a different nature, without loss of efficiency or composure.
- d) Ability to operate an organizational vehicle in accordance with all applicable traffic laws.

EDUCATION and/or EXPERIENCE and QUALIFICATIONS

- a) High School diploma or equivalent required. Post-secondary courses or two years work experience in accounting/bookkeeping preferred. Computer knowledge (MS Outlook, MS Word, and MS Excel).
- b) Valid Colorado Driver's license or the ability to obtain same prior to first day of employment. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the individual must have sufficient physical health to perform the duties and responsibilities of the position.

- a) This position involves mostly sitting but could involve long periods of standing or walking. The individual is required to sit; use hands to handle or feel objects, tools, or controls; and reach with hands and arms.
- b) The individual is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, crawl or climb stairs.
- c) Must have the ability to move about and within a multi-level office building and lift items weighing 30 pounds.
- d) Must be able to see, hear, speak, read, write and understand the English language well enough to communicate courteously, consistently and accurately with consumers, fellow employees and supervisor.
- e) Must be able to speak clearly and fluently over the telephone and in person.
- f) Must work well individually and with others.
- g) Must have acute consciousness of safety and a positive attitude toward accident prevention.
- h) Must be able to handle constant high-pressure situations.
- i) Must be able to work beyond eight-hour days as required.

REPORTING RELATIONSHIPS:

This position does not have supervisory responsibilities and reports to the Member Relations Manager.

COMPENSATION:

This is a non-benefited temporary position for employment between December, 2025- April, 2026 for approximately 30-40 hours a week during that time. This position does not include health insurance, paid leave or the ability to participate in the cooperative's retirement plans. Sick leave accrual is granted as required by Colorado law. The starting hourly pay for this position is \$25.00-\$28.00 (DOE).

GENERAL COMMENTS AND ACKNOWLEDGEMENTS:

All employees shall understand and follow rules and policies as stated in the White River Electric Employee Handbook and Safety Manual. The skills and duties listed are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. All employees will maintain a business-like appearance. Employees are held accountable for all duties of this job.

Acknowledged & Accepted _____
(Employee Signature)

(Dated)