

JOB TITLE:

Member Services Representative – Collections/Disconnects

POSITION SUMMARY:

The Member Services Representative provides professional, consistent, and accurate member service for the cooperative. The primary responsibility of this position is to perform the credit and collections activities, disconnects, payment arrangements and assistance programs. Other duties include but are not limited to, serving as the initial contact for members via phone or walk-in, initiating service to new members, answering a variety of member questions, handle a variety of member account transactions, maintaining files on members, collecting deposits and payments.

DUTIES AND RESPONSIBILITIES:

- Performs credit and collections activities as it relates to the collections process, disconnects, payment arrangements, assistance programs, budget billing, and other collections efforts, to ensure compliance with MN State Statutes and KPC policies and procedures. Creation of the Board of Directors monthly write off report.
- Learns and applies new technology into their skill set allowing them to effectively assist member inquiries and streamline internal processes.
- Understands KPC's rates, fees, rebates and billing structure.
- Understands load management programs to provide member support.
- Assists with requests from current or prospective members who want to establish or terminate electric service, obtain billing information, verbally communicate member billing policies and procedures, process moves, update landlord contact information.
- Proactively promotes KPC's products, services, programs and promotions.
- Open, process and deliver mail. Working returned mail as needed.
- Effectively manages and handles incoming call volume.
- Post member payments, prepare and submit ACH and credit card batches, process over the counter and telephone payments, process miscellaneous receipts, use remote deposit capture, use the cash drawer and handle cash appropriately to ensure security.
- Imports meter readings for billing/reviewing edits, investigates variances, provides information to Meter Technician.
- Prepares statement file for printer and email notifications to members, penalty processing.
- Assist with outage dispatching and monitoring of the metering system.
- Performs other duties as assigned.

QUALIFICATIONS:

A successful candidate must believe in the values of the cooperative and be driven by the mission. The duties and responsibilities described above are the essential functions of the job. The qualifications below represent the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- High school diploma or equivalent is required, additional education desired.
- Related work experience preferred, may include collections, general office or clerical experience.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Knowledge, Skills and Abilities:

- Self-starter, with proven skills working both independently, and on a collaborative team.
- Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Effectively utilize time and set priorities to meet changing deadlines, work in a fast-paced technological environment and ability to work under stress.
- Knowledge of the Microsoft suite of software packages along with any software packages specific to the duties and responsibilities of the position, such as the Cooperative's consumer software.
- Excellent phone, computer, oral and written communications skills.
- Flexible and receptive to changing work environments.
- Set priorities, detail and task oriented, organizational skills, respond to public inquiries, ability to multitask with frequent interruptions.
- Use discretion and maintain confidentiality.
- If offered employment, ability to pass a physical examination including alcohol and drug testing.

WORKING CONDITIONS:

- Indoor, collaborative, open office work environment; nonhazardous work, occasional high noise environment, occasional travel including overnight stays.
- Infrequent exposure to extremes in noises, temperatures, distractions, etc. Little to no exposure to hazards.
- Light physical exertion required for this position. Occasional lifting and/or carrying, 25 lbs maximum. Walking and standing will be required. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Must be able to use office equipment such as a copier, scanner, fax machine, computer, printer and two-way radio.
- Valid Minnesota Driver's License required.

WORK SCHEDULE:

- Member Services Representative is a full-time position, Monday through Friday, 7:30 am-4 pm.

KPC offers a comprehensive benefits package.

Equal Opportunity Employer