

**JOB TITLE:**

Member Services Representative

**REPORTS TO:**

Member Services & Communications Manager

**FLSA STATUS:**

Non-Exempt

**EFFECTIVE DATE:**

2025

**POSITION SUMMARY:**

The Member Services Representative provides professional, consistent and accurate member service for the cooperative. With primary responsibilities to include serving as the initial contact for members via phone, walk-in, or email, initiating service to new members, answering a variety of member questions, handling a variety of member account transactions, maintaining files on members, collecting deposits and payments. The Member Services department features an open-plan layout with no walls, fostering a dynamic and collaborative work environment. This design encourages easy communication among team members.

**DUTIES AND RESPONSIBILITIES:**

- Learns and applies new technology into their skill set allowing them to effectively assist member inquiries and streamline internal processes.
- Understands load management program in order to answer program and rebate questions, process member rebate forms, enter charges and rates as applicable to member accounts, complete inventory counts, complete analytics using NISC Meter Data Management, and create/close Service Orders as necessary.
- Perform water heater sales, inventory, rebate, and warranty claims.
- 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 Statues and KPC policies and procedures; creation of the Board of Directors monthly write off report.
- 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 and programs.
- Open, process and deliver all mail – working returned mail as needed.
- Effectively manages and handles incoming call volume.
- Understands KPC's rates, fees, rebates, and billing structure.
- Post member payments, prepare and submit ACH and credit card batches, process over the counter, process miscellaneous receipts, use remote deposit capture, use the cash drawer, make change, 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, and report balancing.
- Assist with outage dispatching and monitoring of the metering and outage systems.
- 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 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.
- Demonstrated success in working in an open office environment with frequent distractions.
- 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 background check and 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; 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.
- Infrequent travel to meetings outside of the KPC office.
- 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**