

**Upper Cumberland Electric Membership Corporation
Carthage, Tennessee**

Position Guide

Position Title: Consumer Services Clerk
Department: District
Date Approved: August 18, 2008
Reports to: Consumer Services Supervisor
Supervises: None
FLSA Status: Non-Exempt

I. Principal Objectives of the Position:

The Consumer Services Clerk is responsible for performing various clerical tasks related to serving the Cooperative's members at the District offices.

II. Essential Duties and Job Responsibilities

- A. Acts as a first-contact consumer services representative for the Cooperative.
- B. Answers Cooperative phones between 7:00 am and 8:00 am daily, handling and/or transferring all incoming calls, as required.
- C. Processes consumer payments deposited in the night-deposit box, as well as those received by other participating collection sites.
- D. Collects electric bills and other monies paid over-the-counter by consumers and posts same to computer accounts.
- E. Takes requests for new service and initiates service orders for appropriate changes.
- F. Processes service orders following completion by Servicemen.
- G. Collects payments on work orders and forwards necessary paperwork to appropriate department.
- H. Scans processed meter orders and files, as necessary
- I. Acts as District's communications operator, as required.
- J. Handles consumers' inquiries regarding electric bills and other aspects of their electric service whenever possible and appropriate.

- K. Batches bill stubs and types cash report as required by the Consumer Services Supervisor.
- L. Maintains files specific to the cashier unit and for which the consumer services section has holding custody.
- M. Takes addresses of installations ready for inspection and places them on inspection list for State Electrical Inspector; then gives list, including type of inspection, to Serviceman and Engineering Department.
- N. Relays information received from state Electrical Inspector to appropriate Department(s).
- O. Makes adjustments for returned checks and sends letter to party that issued the check.
- P. Makes required bill adjustments to member accounts, and forwards to necessary department.
- Q. Prepares paperwork for collection of delinquent accounts and forwards same to Servicemen.
- R. Creates service orders and/or collects payments on delinquent accounts.
- S. Communicates with credit/collections section in Member Staff Services Department regarding adjustments.
- T. Performs data entry, as required, under the guidance of the Manager of Customer Accounting and Information Systems.
- U. Occasionally prints meter reading sheets for meter readers, as required.
- V. Occasionally loads routes to be read into handheld devices and uploads finished readings, and prepares routes for billing.
- W. Attends and participates in safety meetings scheduled by the cooperative as required.
- X. Performs other such duties as requested or required from time to time.

III. Skills and Abilities

- A. Must possess strong keyboarding skills.
- B. Must be able to follow written and verbal instructions.
- C. Must be able to maintain good consumer relations and interact with the general public in a manner reflecting favorably on the Cooperative.

- D. Must be able to work efficiently with limited supervision.
- E. Must be certified in basic first aid and CPR in accordance with Cooperative policies and procedures.

IV. Knowledge

- A. Must be able to write both alpha and numerical characters legibly.
- B. Must possess knowledge of business machines.
- C. Must possess knowledge, or be able to acquire, knowledge of debits and credits.

V. Physical Requirements

Visual acuity and manual dexterity are required, as well as the ability to listen and communicate with peoples both within and outside Upper Cumberland Electric Membership Cooperation. Constantly sits or stands, walks, bends, stoops, squats and lifts up to twenty-five pounds. Repetitive motions with hands and fingers are required. Must be able to read, write and do math. A high level of accuracy and attention to detail is required. Must be able to work under stress and maintain confidentiality.

VI. Working Conditions

Primarily works in a climate controlled office; may occasionally be exposed to temperature variances. Generally works eight hours a day five days a week. Responds immediately to 24 hour call-out and works extra hours as required, including weekends, nights and holidays. Drives throughout the cooperative's service area and beyond and is sometimes required to travel overnight outside the cooperative's service area.

VII. Internal Contacts

Maintains on-going communications with the Consumer Services Supervisor, Servicemen, and other Cooperative personnel to ensure appropriate personnel are informed of relevant activities, events and issues.

VIII. External Contacts

Communicates with the following in a professional manner:

Cooperative members,
Members of the general public, and
Deputy Electrical Inspectors.

IX. Minimum Qualifications

Education

Minimum of high school diploma or GED equivalent is required. Must have equivalent of high school training in general business and keyboarding. Additional training in bookkeeping and/or secretarial science is preferred.

Experience

Previous clerical experience in an office setting is preferred, but not required.

X. Important

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