



MEMBER SERVICES CLERK

JOB DESCRIPTION



iecok.com/careers



kcochran@iecok.com

COMPANY OVERVIEW:

Incorporated in 1939, Indian Electric Cooperative, Inc. is a member-owned, not-for-profit distribution cooperative that supplies electric service to its members in seven north-central and northeastern Oklahoma counties including Pawnee, Osage, Creek, Payne, Noble, Kay and Tulsa.

IEC provides almost 14,000 members with service to 20,080 homes and businesses through 3,516 miles of distribution line covering a service territory of 2,500 square miles.

IEC is powered by skilled and loyal employees.

POSITION SUMMARY:

This is a full-time position; The Member Service Clerk is responsible for processing member payments, maintaining accurate account records, and supporting daily billing and account service functions. This role supports efficient utility operations by assisting with service requests, handling member inquiries, explaining billing information and account adjustments, managing outage and account data, and ensuring compliance with cooperative policies and procedures. This position will report to the Office Manager.

ABILITIES AND SKILLS:

- Must have considerable skill in effectively dealing with a variety of people under difficult circumstances.
- Must have the ability to count money and make change.
- Should be able to handle and transmit information over the phone.
- Must have the ability to express oneself orally and in writing and to work with people.
- Must have the ability to operate a key phone system.
- Must have the ability to type with speed and accuracy sufficient to complete assigned duties.
- Must be able to compose correspondence and use basic information and data in developing reports.
- Must be able to communicate with individuals and small groups.
- Requires analyzing data and reports and conducting research.
- Must be able to present information to others and work under stress.

ESSENTIAL FUNCTIONS:

- Records the receipt, coding, and keying of payments from members.
- Balances cash drawer and kiosk payments daily.

RESPONSIBILITIES AND DUTIES:

- Secures, researches, and assembles all pertinent data to process moves, disconnects, and reconnects.
- Maintains member files on an ongoing basis to ensure that the member information is accurate, and the member is billed correctly.
- Reviews potential service disconnects to determine the appropriate action within the scope of current policies and practices, to ensure timely payment to IEC and reduce financial risk.
- Explains billing and adjustments to members and adjusts accounts when necessary.
- Records information on power outages and gathers helpful information from members on the iVUE outage management system.
- Researches and handles returned mail.
- Other duties as assigned.

QUALIFICATIONS:

- Education: High-school graduate or proof of equivalency; specialized courses in accounting and member services is preferred.
- Experience: Three years' work experience, with a minimum of one year's experience working with the public.
- Job Knowledge: Should have a thorough working knowledge of general office practices, handling cash, record keeping, and computer literacy. Must possess knowledge of IEC's policies and guidelines, as well as IEC Terms & Conditions.

PHYSICAL REQUIREMENTS:

- Must meet and maintain all physical requirements as outlined on the attached physical requirements sheet that is incorporated as a part of this job description.

WORKING CONDITIONS:

- Normal office conditions.
- Occasional overtime required.
- Must be willing to attend seminars and workshops as requested.



COMPENSATION AND BENEFITS:

- Annual Salary: \$34,504-\$48,829 annually
- FLSA Status: Non-Exempt
- Benefits:
 - Medical insurance
 - Vision, dental, and life insurance
 - Flexible Spending Account or Health Savings Account
 - Retirement
 - Paid time off

Signature

Date

Job Description – Physical Requirements

Job Title: _____

Department: _____

Mark the appropriate box for the following items to describe the extent to which each specific activity is performed:

NUMBER OF HOURS PER DAY						NUMBER OF HOURS PER DAY					
Activity	0	1-2	3-4	5-6	7+		0	1-2	3-4	5-6	7+
						<u>Repetitive Use of Hands</u>					
Sitting						Unilateral					
Standing						Bilateral					
Walking						<u>Grasping</u>					
Bending						Unilateral					
Crawling						Bilateral					
Climbing						<u>Fine Dexterity</u>					
Reaching						Unilateral					
Crouching						Bilateral					
Kneeling						<u>Repetitive Foot Control</u>					
Balancing						Unilateral					
Push/Pull						Bilateral					

WEIGHT HANDLING PER WEEK						WEIGHT HANDLING PER WEEK					
<u>Lift & Carry</u>	0 HR.	1-10 HR.	10-15 HR.	15-30 HR.	30+ HR.		0 HR.	1-10 HR.	10-15 HR.	15-30 HR.	30+ HR.
- 10 Lbs						- 10 Lbs					
11 to 25 Lbs						11 to 25 Lbs					
26 to 50 Lbs						26 to 50 Lbs					
51 to 75 Lbs						51 to 75 Lbs					
76 to 100 Lbs						76 to 100 Lbs					
+ 100 Lbs						+ 100 Lbs					

Comments: _____

Required to climb: Utility Poles Trees Other _____

Exposure to dust, gas, or fumes: Yes No Comments: _____

Special safety equipment used: Hard Hat Safety Glasses Hearing Protection Foot Protection
 Hand Protection Class 3 Gloves Class 0 Gloves Rubber Sleeves Harness Other: _____

Exposure to extreme changes in temperature or humidity: Yes No Comments: _____

Employee works: Inside _____% Outside _____% Total: 100 %

Employee's Signature: _____ Date: _____