

## JOB DESCRIPTION AND REQUIREMENTS

### **DIRECTOR OF MEMBER SERVICES**

**JOB SUMMARY:** To be the direct coordinator of all Member accounting, billings, collections, correspondence, memberships, deposits, system meter readings, mailing lists, contract files, and billing software applications of the Cooperative while providing efficient, accurate, and courteous service that will increase satisfaction and promote goodwill between the Cooperative and the Members.

**JOB CLASSIFICATION:** Full-time (40 Hours/Week), Exempt, Staff-Level Position.

**GRADE:** Thirteen (13)

**SUPERVISION:** Responsible to and under the direct supervision of the Chief Operating Officer.

**EDUCATION/EXPERIENCE:** Minimum of a Bachelor of Science Degree in Accounting, Finance, Business Administration, or similar discipline and five (5) years' experience in a related position or an Associate of Applied Science Degree in Business, Accounting, or similar discipline and ten (10) years experience in a related position. Completion of NWPPA's Frontline Leadership Program desirable but not required.

#### **GENERAL JOB REQUIREMENTS:**

- (a) Strong technical background and analytical skills. Must be proficient in the use of personal computers and programs including Microsoft Office Suite.
- (b) Ability to understand and perform mathematical and statistical analyses.
- (c) Excellent skills in written and verbal communication, including English composition, spelling, grammar, and punctuation. Ability to communicate technical data in a clear and concise manner.
- (d) Must demonstrate honesty, integrity, confidentiality, dependability, and flexibility along with initiative and motivation to organize and complete tasks and meet deadlines, acting independently and with minimum supervision and direction.
- (e) Shall perform duties and assignments, and conduct self in such a manner as to reflect credit on the Cooperative and contribute to an increasingly better understanding and harmonious relations with the Members and general public.

- (f) A professional appearance is important along with excellent skills in human relations with ability to work as a team member.
- (g) Promotes and follows safe practices, procedures, and safety rules and participates in scheduled Safety Meetings.
- (h) Must be physically able to sit or stand at a computer desk for long periods of time using repetitive hand/arm motion.
- (i) A valid driver's license in their state of residency is required.

**JOB DUTIES:**

- (a) Participates in the development, evaluation and implementation of the Cooperative's Strategic Plan. Manages, supervises, delegates to, reviews and empowers departmental staff to meet the strategic objectives of the Cooperative.
- (b) Shall have a working knowledge of the Cooperative Bylaws, Policies, rules, regulations, and procedures. Will participate in the development of them to ensure their proper execution, reasonableness and effectiveness, and to determine any revisions that may be required.
- (c) Prepares and maintains an annual work plan and operating and capital budgets for their department.
- (d) Continually appraises the department's organizational structure and workflow for effectiveness and recommends and implements any approved changes.
- (e) Supports and assists Member Service Representatives with call volume and takes escalated member calls.
- (f) Monitors and manages the Cooperative's general email.
- (g) Supervises, evaluates and is responsible for the activities of all personnel assigned to their department. Makes recommendations for appointment, transfer, promotion, discharge and changes in salary status in accordance with the Wage and Salary Plan.
- (h) Supervises maintenance of the subscription list and mailing addresses for the monthly Ruralite magazine.
- (i) Supervises data entry for new accounts, classification and rate accuracy, contracts and changes on Customer Information System software.

- (j) Corresponds promptly with the members regarding rate changes and adjustments to or complaints about their billings. Works with and advises members on budget billing plan and other services available.
- (k) Reviews prebilling reports for errors and schedules monthly member billings.
- (l) Responsible for balancing of all member accounts receivable, deposits, member patronage, capital credit accounts, bad debts, retail sales, unclaimed property accounts and Helping Hands reports monthly with the general ledger.
- (m) Supervises the recording of the Cooperative's AMI, electronic payments, and credit card payments.
- (n) Shall assist in the investigation of unmetered electricity due to defective equipment and/or power theft.
- (o) Responsible for Bankruptcy filings, maintaining all correspondence and updating all records.
- (p) Shall be available for calls from after-hours dispatch service regarding arrears reconnects.
- (q) Processes ACH and RCC Autopayments.
- (r) Performs any other duties as assigned.