





MEMBER SERVICES CLERK JOB DESCRIPTION

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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 that provides comprehensive phone and member support for IEC during business hours, supporting a variety of needs of the membership while ensuring all communications align with the desired tone. This position will report to the Office Manager.

ABILITIES AND SKILLS:

- Excellent interpersonal, verbal, and written communication skills.
- Must have the ability to count money and make change.
- Must be able to handle and transmit information over the phone.
- Ability to operate a multi-line phone system.
- Must possess organizational skills and attention to detail.
- Must be able to communicate and present information to individuals and small groups.
- Ability to function well in high-paced, and at times, stressful environments.
- Ability to prioritize tasks.
- Ability to analyze data, reports, and conduct research.

RESPONSIBILITIES AND DUTIES:

- Records the receipt, coding, and keying of payments from members.
- Balances cash drawer and kiosk payments daily.
- 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 list of potential disconnects to determine the appropriate action within the scope of present policies and practices, so the cooperative is paid in a timely manner and to minimize the risk to the cooperative.



- 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.
- Handles all web requests concerning member accounts.
- All other duties as assigned.

QUALIFICATIONS:

- Education: High school graduate or proof of equivalency. Courses in accounting and member services are desired.
- Experience: Three years' work experience, with a minimum of one year's experience in customer service and cash handling.
- Job Knowledge: Should have knowledge of general office practices, handling cash, record keeping, and computer literacy. Must be willing to learn the Cooperative's policies and guidelines, as well as IEC Terms and Conditions

COMPENSATION AND BENEFITS:

- Pay Range: \$34,504 - \$48,829 annually
- Benefits:
 - Medical insurance
 - Vision, dental, and life insurance
 - Flexible Spending Account or Health Savings Account
 - Retirement
 - Paid time off

Signature

Date

