

SE-MA-NO ELECTRIC COOPERATIVE

JOB DESCRIPTION

CLASSIFICATION: CLERK & ASSISTANT CASHIER/RECEPTIONIST

I. PURPOSE OF POSITION

To ensure that all consumer-member records are maintained accurately, that consumer billings and collections, and records thereof, are properly recorded and accounted for. To ensure that visitors and members of Se-Ma-No Electric Cooperative are dealt with in a friendly, courteous and efficient manner.

II. REPORTS TO:

Office Supervisor

III. AUTHORITY

No direct supervision responsibility closely coordinates work with other office personnel to ensure an efficient and through operation of the office.

IV. RESPONSIBILITY

Primary:

1. Receives customer payments for electric or other service, by mail, in person and from night depository, or by telephone. Prepares necessary receipts and is accountable for all monies received.
2. Reconciles payments with amount shown on bills and prepares bank deposits and cash records.
3. Prepares connect and disconnect orders showing account number, address, meter and transformer information, tax code, etc.
4. Compiles and enters various changes to consumer database (ie. Connects, disconnects, meter changes, transfers) into computer.
5. Take applications for electric service
6. Files consumer and other required records

Secondary:

1. Assist billing department and other general office personnel during peak work periods.
2. Perform other work duties as may be required by the office supervisor and/or general manager.

V. INTERNAL RELATIONS

1. Routes incoming telephone calls to proper departments
2. Greets visitors and refers to proper staff person for assistance as may be required.

3. Assists other employees in resolving problems regarding consumer records.
4. Acquire a general working knowledge of other office positions whereby assistance can be given to other office personnel during peak work load periods, vacations and illness.
5. Operate two-way radio and maintain log of transmissions as F.C.C. regulations.
6. Responsible for ensuring that an adequate stock of forms and other supplies used in connection with assigned duties are on hand and advising responsible personnel for the need of reordering such supplies in ample time for procurement of same.
7. Shall form a close working relationship with other departments to ensure flow of information as needed in the efficient operation of their departments.

VI. WORKING HOURS—CONDITIONS

Normal working hours are 8:00 A.M. to 5:00 P.M., Monday through Friday with one hour lunch period and two 15 minute breaks. Personnel in this classification may be required to work after hours, on weekends and holidays during emergency situations.

VII. JOB REQUIREMENTS

1. High school education is required. College and/or technical training preferred. However, previous experience in a related field will be accepted.
2. Must be able to use computer and other office machines or acquire a satisfactory working knowledge within 90 days after employment.
3. Must possess a pleasant personality and a natural ability to approach all personal contact with consumers, visitor and other employees in an easy, friendly, and helpful manner. Must be further capable of exercising sound judgment in dealing with consumers and other callers at the office.
4. Must consistently and at all times present a neat and well-groomed appearance.
5. Must be punctual and reliable.