

# **RIVERLAND ENERGY COOPERATIVE**

## **Job Analysis Information Sheet**

**Date:** July 19, 2010 **Employee's Name:** \_\_\_\_\_

**JOB TITLE:**           **MEMBER SERVICES REPRESENTATIVE**

**JOB DESCRIPTION:** Working under the direction of the Manager of Member Services, responsible for providing member services information, monitoring and reporting on incentive and energy conservation programs, assist in providing information for use in newsletters and other publications. General duties include selling the concepts of new incentive and energy conservation programs to members; providing for the welcoming of new members; assist in recommendations for monthly publications that will keep the member informed; monitoring and assisting with community programs to insure we reflect our Touchstone Energy principles; assist with scholarships, safety demonstrations. Functions also include frequent contact with members to handle needs and complaints. This person is the direct representative to the member; they will be first point of contact on phone calls and counter service at the Onalaska office.

### **ESSENTIAL JOB FUNCTIONS:**

1. Assist in reviewing and editing of all cooperative publications before sent out so that we provide the members with timely information about the cooperative including the new member packet and other areas of importance and interest.
2. Maintain current knowledge of incentive and energy conservation programs being offered by REC; provide this information to the member so that they are encouraged to take advantage and where appropriate, follow-up to insure member satisfaction.
3. Address member needs and complaints by investigating and answering questions concerning high bills, billing errors and the use of incentives and energy conservation program in such a manner that the member receives a satisfactory explanation. Assist with flowchart designs of best practices in handling situations or procedures.
4. As needed assist the cooperative at community events such as home shows, safety demonstrations, facility tours and other events which create awareness of the cooperative's activities and services.
5. Responsible for content of the cooperatives intranet, Q & A and website based on phone calls, other employees input, member inquiries, and conversation with the members. Will give changes needed to Communication and Information Specialist to update.
6. As needed, assist in speaking engagements at schools, business functions and community activities describing the cooperative and its services.
7. Develop a cooperative relationship with members, fellow co-workers, business leaders and others to maintain rapport in order to successfully accomplish the job.
8. As needed, provide assistance in opening payments, posting payments and preparing the daily deposit.

9. As needed, assist the Communications and Information Specialist in proofing publications, website and other literature prior to print.
10. As needed, assist with community programs such as scholarships, youth ambassador program, youth leadership congress, reality stores at high schools and safety demonstrations at area schools.
11. Responsible for direct sales and the promotion of various products offered by the cooperative and its subsidiaries.
12. Contributes to departments and cooperative performance by completing other related duties as determined by cooperative management.
13. As needed, assists in rate comparisons to determine most effective rate for the member and the cooperative. Typically consists of comparing existing rates (i.e. time of use to regular rate) to verify it is beneficial for the member to be on the rate they are.
14. Proficiency in Microsoft Office (Word, Excel, and PowerPoint) is necessary.

**MINIMUM EDUCATION REQUIREMENTS:** Technical College or technical training in office administration/accounting principles.

| <b>EXPERIENCE REQUIREMENTS:</b> | <u>TYPE OF<br/>EXPERIENCE</u>        | <u>MINIMUM TIME<br/>REQUIRED</u> |
|---------------------------------|--------------------------------------|----------------------------------|
|                                 | 1. Secretarial or General Accounting | Three years                      |
|                                 | 2. Operation of a PC                 | One year                         |
|                                 | 3. Use of Microsoft Office           | One year                         |

**SPAN OF CONTROL:**

A - Supervision Received:

1. How frequently are work assignments issued to the employee?

Infrequently from the Manager Member Services, Marketing and Information Specialist and the General Manager.

2. To what degree are the employee's duties predetermined or structured?

Considerable deviation from routine with considerable opportunity for independent decision making while handling member needs and complaints.

B - Supervisory Responsibility:

1. List below the job titles and number of employees directly supervised.

NONE

2. What is the total number of employees for whom the employee or his subordinate managers/supervisors are directly responsible for?

NONE

3. Check the phrases below which describe the kind of supervision this job is required to exercise independently.

- Assign work, add or delete duties.
- Plan work, establish priorities.
- Instruct and train in methods and procedures.
- Make adjustments to compensation.
- Prepare performance evaluation.
- Make recommendations regarding unsatisfactory employees.
- Make hiring recommendations.
- Recommend salary adjustments.
- Take appropriate discipline in accordance with company policy.
- Make promotional recommendations.
- Maintain records.
- Handle complaints and grievances.

**DECISION AND AUTHORITY/RECOMMENDATION AREAS:**

1. List the responsibilities for which the employee has full decision-making authority to implement; approval from others not required.

Day-to-day operational decisions concerning handling of member complaints and grievances within existing REC policy.

2. List responsibilities for which the employee makes recommendations to a supervisor for final decision.

Makes recommendations on community relations programs, incentive and energy conservation programs the cooperative might undertake, and for resolving member needs and complaints.

**IMPACT OF DECISIONS:**

Describe the impact of the employee's job responsibilities as it affects REC's financial operation.

This employee is generally the one closest to the member and thus must conduct business in such a manner as to instill confidence and respect for REC. The actual fiscal impact is not measurable, but it can be significant.

**PHYSICAL DEMANDS REQUIRED TO PERFORM JOB DUTIES:**

|                                  | Frequency       | Example(s)   |
|----------------------------------|-----------------|--|
| Standing                         | Occasionally    | stands to greet customers.                               |
| Walking                          | Occasionally    | walks within headquarters to deliver material.           |
| Lifting                          | Occasionally    | lifts and carries materials weighing up to 50 pounds.    |
| Twisting/<br>Pushing/<br>Pulling | Occasionally    | twists, pushes, and pulls to file or retrieve documents. |
| Climbing/<br>Balancing           | Not applicable. |  |
| Kneeling/                        | Occasionally    | kneels to file and retrieve documents.                   |

|   |   |
|---|---|
| Crawling  |   |
| Talking   | Frequently talks to customers in person.                                  |
| Hearing   | Frequently takes part in meetings.  |
| Communication   | Frequently communicates with REC employees and customers.                 |
| Visual Ability  | Frequently inspects billing information and customer checks.              |
| Bending   | Occasionally bends to file and retrieve documents.                        |
| Gripping Grasping   | Frequently grips-grasps mail to open and sort.                            |
| Other Physical Demand   | Occasionally must be able to work long, extended hours.                   |
| Exposure to Outdoor Conditions<br>- Extreme Cold<br>- Extreme Heat<br>- Precipitation | Not Applicable.   |
| Low Visibility  | Not Applicable.   |
| Extreme Noise   | Not Applicable.   |
| Moving Parts  | Not applicable.   |
| Electric Shock  | Occasional exposure to electricity under 600 volts. Example: Safety Demos |
| High, Exposed Places  | Not applicable.   |
| Radiant Energy  | Not applicable.   |
| Exposure to Chemicals   | Occasional exposure to office products and cleaning supplies.             |
| Vehicular Traffic   | Frequently drives to work sights, both rural and urban.                   |
| CRT Screens   | Use of computer – approx. 4 to 5 hours a day.                             |
| Slippery Conditions   | Not applicable.   |
| Other Environmental Conditions  | Not applicable.   |