

COPPER VALLEY ELECTRIC ASSOCIATION, INC.
Glennallen, Alaska

POSITION DESCRIPTION
Customer Service Representative

I. JOB SUMMARY

CVEA's Customer Service Representative accurately collects and accounts for cash receipts, provides courteous and prompt service to customers in all correspondence, relays radio and telephone communications to appropriate personnel in a timely manner, and ensures that rules, regulations, and other Cooperative policies are consistently and equitably applied on behalf of all members.

II. POSITION INFORMATION

Position Type: Copper Basin - Full-Time/Non-Represented
Valdez – Full-Time/Represented

FLSA Classification: Non-Exempt

Location Base: Glennallen and Valdez

Reporting Relationships:
Reports to: Customer Service Supervisor

Supervises: None

III. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The Customer Service Representative performs all essential functions and responsibilities in a safe and efficient manner using the industry's best practices. In addition to the specific functions described below, the essential functions of this position also require attendance at all assignments and job sites and the ability to understand and adhere to all safety standards. If requested, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

A. Customer Service

1. Process new customers and new requests for electric service
2. Process orders for connects, disconnects, and transfers of electric service
3. Create and maintain customer files and membership signature cards
4. Respond to customer inquiries regarding billing and usage, and initiate required adjustments
5. Prepare trouble reports from customers and route to appropriate personnel (outages, customer complaints, etc.)

6. Assist the Operations department in tracking new construction work and obtaining necessary documents, fees, etc.
7. Notify customers of scheduled outages

B. Cash Accounting

1. Receive and process cash receipts
2. Balance cash received with remittance receipts
3. Prepare bank deposit
4. Prepare cash sheets
5. Safeguard monies collected
6. Balance cash drawer
7. Key and edit daily cash receipts, post amounts to customer accounts, review error reports, and correct errors
8. Maintain log of other accounts receivable
9. Balance and true-up petty cash
10. Create and maintain yearly cash sheet files

C. Collection Responsibilities

1. Identify and pursue accounts requiring collection efforts
2. Perform oral and/or written notice of non-pay disconnect and maintain records documenting disconnection efforts
3. Prepare door-knocker notices for line crew as appropriate
4. Maintain file for deferred payments and monitor payment due dates

D. Billing Responsibilities

1. Identify special billings and route to the appropriate party
2. Check accuracy of new accounts for the appropriate fees and identification
3. Apply fees and deposits to accounts
4. Print meter reading sheets for the line crew
5. Key and edit meter reading data, post, review error reports, request re-reads, and correct any errors
6. Check estimated readings for reasonableness
7. Force daily reads for meters listed on the Missing Read report
8. Notify customer of either high/low usage and document their file

E. Communication Responsibilities

1. Perform receptionist duties including internal and external communication via telephone, email, Teams, and in-person, referring customers and visitors to appropriate personnel
2. Operate two-way radio, dispatching outages and other information of an operational nature and assure that radio is monitored
3. Prepare outage reports for the line crew

4. Supply night dispatch with current list of non-pays

F. Confidentiality

1. Maintain confidentiality in processing, distribution, and retention of documents both within and outside the Cooperative
2. Practice the 'need to know' rule with respect to confidential documents
3. Confidential documents may pertain but are not limited to items of the following nature
 - a. Certain financial information
 - b. Information concerning legal standing, threatened or pending litigation, or legal actions
 - c. Collection information or status of a current or former member

G. Other

1. Follow office opening and closing procedures and ensure office security
2. Secure system backup tapes daily
3. Maintain streetlight maintenance log and initiate streetlight service orders to line crew, follow up with Operations Manager if not repaired promptly, then route to Senior Accountant for billing
4. Route capital credit address updates for closed accounts to Senior Accountant
5. Assist with registration and other annual meeting duties as required
6. Assist with apartment scheduling when needed
7. Any other duties as assigned

IV. MINIMUM QUALIFICATIONS

A. Education/Experience

A high school diploma or equivalent is required.

Two years of general office experience to include telephone and in-person reception, filing, knowledge of office machines, cash collection, and computer data entry experience. Electric utility experience is preferred.

B. Certification/Licenses

A valid Alaska Driver's License is required.

C. Knowledge/Skills/Abilities

The Customer Service Representative must demonstrate and carry out the following:

1. Ability and confidence necessary to effectively deal with a variety of people under difficult circumstances
2. Must possess organizational skills to enable completion of numerous simultaneous tasks in an efficient and effective manner
3. Apply proficiency in computer data entry and 10-key operation
4. Possess effective written and oral communication skills

D. Physical Activities and Demands:

This position is considered a light work position. In order to complete the essential functions, the Customer Service Representative will be required to perform the following:

Constantly (C) Frequently (F) Occasionally (O) Seldom (S)

1. Utilization of all standard office equipment (C)
2. Analyze and evaluate information (C)
3. Sit for extended periods while driving, attending meetings, or performing desk and computer work (F)
4. Standing for extended periods while working at the front desk (F)
5. Visual necessity to utilize office equipment, verification of data entry, reconciling information, account coding, read reports and other documentation pertinent to the CSR functions, and mobility to communicate with other departments, access supplies and equipment (C)
6. Dexterity to access and file physical documents, sort and collate papers, grasp standard office items, and writing to facilitate position requirements (C)
7. Verbal communications when attending group meetings, conducting business via phone, in-person, and/or videoconference (C)
8. Lifting and carrying up to 50 pounds (S)

E. Work Environment

Work is primarily located indoors, in an enclosed office. Environmental conditions may change slightly with respect to heat, cold, fumes, dust, or ventilation but are typically maintained at regular office conditions. Occasionally, subject to extreme cold and slippery surfaces while attending meetings in the winter.

F. Travel Requirements

Position responsibilities may occasionally require the CSR to drive between CVEA's Copper Basin and Valdez Districts on scheduled and unscheduled occasions. Travel is also required within Alaska as well as out of state for conferences, training, and

business meetings. On most occasions, travel outside CVEA's service territory will require overnight stays.

Complete achievement of certain requirements herein may not be required if, in the opinion of the CVEA hiring supervisor, a particular candidate possesses significant offsetting characteristics, such as past accomplishments, experience, education. Should an applicant be deficient in certain educational achievements, offsetting experience may be substituted or vice versa.

V. OTHER JOB DUTIES

CVEA reserves the right to revise or change the position authorities and responsibilities as the need arises with or without advance notice. This position description does not constitute a written or implied contract of employment.

VI. SIGNATURE

Approved: Jaime L. Matthews
Chief Executive Officer

Date: July 29, 2024