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## **Member Services Representative I (Part-time)**

Department: Administration  
Reports to: Member Services and Billing Manager  
FLSA Classification: Non-Exempt  
Salary: \$26.89/hour  
Date: January 1, 2021

### **Job Statement**

To provide prompt, courteous, and reliable member service, assuring the maintenance of sound and exact consumer payment records for the cooperative.

### **Essential Functions**

1. Process payments.
2. Initiate and process service orders.
3. Coordinate collections.
4. Perform front line communication with members and general public.
5. Promote and sell various products.
6. General administrative duties including preparing reports, filing, and copying.
7. Process outage calls.
8. Promote energy efficiency rebate program and facilitate paperwork completion for program.

### **Minimum Job Specifications**

#### **Education**

High school diploma or equivalent

#### **Job Specifications**

Valid driver's license  
Extensive cashier experience, prefer utility experience  
Knowledge of NISC software or ability to learn  
Ability to operate a personal computer and working knowledge of Microsoft Office – testing score minimum 70%  
Must possess good oral and written communication skills  
Punctual work attendance  
Professional appearance and demeanor

**Equal Employment Opportunity Statement**

The Association is dedicated to the principles of equal employment opportunity. The Association prohibits unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, religion, national origin, disability, military status, genetic information, or any other status protected by applicable federal, state, and local law.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Benefits**

HFWA Sick Leave