



Farmers Rural Electric Cooperative Corporation

504 S. Broadway, Glasgow, KY 42141 • P.O. Box 1298, Glasgow, KY 42142 • (270) 651-2191 • Fax (270) 651-7332

POSITION: Member Service Representative
DEPARTMENT: Member and Corporate Services
REPORTS TO: Member Service Supervisor - Headquarters
EFFECTIVE: July 20, 2022

PURPOSE OF POSITION:

To effectively interpret the Cooperative's policies, rates, rules and regulations, billing procedures and related information to consumers. Maintain excellent public relations with members and co-workers, and provide prompt, efficient, and courteous assistance to the membership of Farmers RECC with respect to billing, collection, and account settlement on electric energy accounts.

Job Specifications

1. High school graduate or equivalent is required.
2. Two years Associates degree or higher preferred.
3. Proficient in Microsoft Office (Word, Excel, etc.)
4. Teller experience preferred.
5. Strong communication skills required with the ability to work in a team environment.
6. Regular and punctual attendance is an essential function of this position under all weather conditions
7. Must have strong communication skills to communicate with members and employees.
8. Must develop and maintain a clear understanding of office procedures, Cooperative policies, rates, rules, and regulations.
9. Must safeguard confidentiality with sensitive personal information and respect customers' right to privacy.
10. Strong written language skills are desired.
11. Strong problem solving skills are desired.
12. Ability to multi-task under stressful conditions.
13. Must be able to operate ordinary office equipment such as a telephone, computer keyboard, calculator, etc. with an acceptable degree of speed and accuracy.
14. Must be able to work independently and assume responsibility.
15. Must possess the ability to give and receive pertinent information clearly, concisely, and efficiently.
16. Characteristics required: straightforwardness, honesty, integrity, tact, and neatness.



Farmers Rural Electric Cooperative Corporation

504 S. Broadway, Glasgow, KY 42141 • P.O. Box 1298, Glasgow, KY 42142 • (270) 651-2191 • Fax (270) 651-7332

This job description is not intended to be all-inclusive; an employee will also perform other reasonable related job responsibilities as assigned by the immediate supervisor and other management as required. Farmers RECC reserves the right to change job descriptions, job duties, or working schedules based on the needs of the Cooperative.

Working Conditions:

1. Works in a climate controlled office environment
2. Job requires sitting, standing, walking, bending and reaching
3. Normal office conditions with moderate to heavy work load
4. Requires good finger dexterity, repetitive motions with hands and fingers
5. Requires the ability to perform close work
6. Requires good vision and hearing

Essential Duties/Responsibilities:

The following are essential responsibilities of this position and do not include marginal functions that are incidental to the performance of the fundamental job duties. The scope and duties of this position may change or be temporarily altered based on the business needs of the Cooperative. The basic requirement of every position is to perform all tasks as assigned by your supervisor. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

1. Interpret and apply Cooperative policies and procedures relative to service order activity, bill payments, the billing/collection process, and capital credits.
2. Maintain excellent public relations with fellow employees and customers while displaying friendliness and courtesy at all times.
3. Receive and accurately post member-consumer payments of bills and other fees collected over the counter following proper accounting procedures. Must issue receipts and keep proper documentation of payments. Balance cash drawer and make daily bank deposits. Use extreme caution in handling money properly
4. Assist other MSR's in answering phones, taking payments, opening mail, and resolving customer requests and complaints as needed.
5. Work closely with other MSR's to assure accuracy of information given to the cooperative member.
6. Assist members with applying for e-billing, levelized billing and bank/credit card draft information for member accounts if they walk in, call by phone, or over the internet.
7. Responsible for billing and balancing member accounts.
8. Maintain daily balancing of all billing accounts to month end general ledger.
9. Work with the Service Department and Field Service Representatives to maintain customer needs.



Farmers Rural Electric Cooperative Corporation

504 S. Broadway, Glasgow, KY 42141 • P.O. Box 1298, Glasgow, KY 42142 • (270) 651-2191 • Fax (270) 651-7332

10. Learn and understand the cycle billing process.
11. Understand the Net Metering Policy and Procedures.

Working Relationships:

Internal: VP of Member and Corporate Service
Member Service Supervisor - Headquarters
Member Service Representatives
Service Department & Field Personnel
All Department Vice Presidents & Employees
Night Dispatchers

External: Member/owners
Community Action
CRC
Other Utilities