

Western Cooperative Electric

Member Services Representative (MSR)

Pay Status	Hourly	Reports to	Office Manager
FLSA Status	Non-Exempt	Supervises	Non-supervisory position
Revision Date	05/11/2026	Normal Work Schedule	M-F 8:00 a.m. – 5:00 p.m.

POSITION FUNCTION:

Member Service Representatives (MSRs) are tasked with building and maintaining positive member relations by providing outstanding service in a courteous, professional, efficient manner. MSRs respond to member inquiries relating to new accounts, processing service requests, utilizing a contact tracking program, assisting with billing questions, payment processing, updating, and maintaining member records.

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES:

Within the limits of approved board policies, operating guides, and procedures, assumes responsibility and has commensurate authority for the following activities:

1. Serves as the initial point of contact for members or vendors contacting the Cooperative in a highly visible, public-facing role requiring professionalism, discretion, effective communication and exceptional customer service skills at all times.
2. Secures, researches, and assembles all pertinent data to process transfers, disconnects, and reconnects and maintains member files on an ongoing basis to ensure that the member information is accurate, and the member is billed correctly.
3. Processes payments and meter readings and kWh adjustments, sends revised bills, makes budget billing adjustments, and maintains bank draft information to member accounts to ensure that the member is billed correctly, and the cooperative's accounts receivable are correct.
4. Reviews list of potential disconnects to determine the appropriate action within the scope of present policies and practices, so the cooperative is paid in a timely manner and to minimize the risk to the cooperative.
5. Maintains a file and prepares billing for accounts that require special attention that the members are billed correctly and in a timely manner.
6. Monitors radios for outage and hot work safety protocols.
7. Creates and returns service orders as requested by members and/or employees.
8. Ensures meter, transformer, and location information in CIS software is up to date.
9. Authorizes billing adjustments and credits.
10. Prepares monthly collection report for the Board of Trustees.

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11. Balances cash receipts daily and ensures that deposits are transmitted or delivered to financial institutions in a timely manner.
12. Performs additional duties and responsibilities as assigned by the Office Manager or Member Services Manager from time to time.
13. Enter time (hours worked) and mileage (when applicable), accurately in the time keeping system daily.
14. Requires regular work attendance (in-person).
15. Required to maintain a valid driver's license.

EDUCATION & EXPERIENCE:

High school diploma or equivalent required. Previous experience with Microsoft Office Products preferred.

Experience in related areas will be considered.

JOB KNOWLEDGE:

Must have a thorough working knowledge of general office practices, record keeping and computers. Knowledge of rural electrification and cooperative programs (rates, billing, and collection policies and other policies affecting members/customers) helpful.

ABILITIES AND SKILLS:

Should have strong skills in working effectively with a variety of people in challenging situations. Should communicate information clearly by phone and express ideas effectively both orally and in writing. Must collaborate well with others, compose correspondence, and use basic information and data to develop reports.

REQUIRED SKILLS AND ABILITIES:

- Ten Key Skills – Fine finger dexterity and the ability to use a ten-key calculator and a ten-key pad on a computer keyboard quickly and accurately.
- Typing Skills – Fine finger dexterity and the ability to type quickly and accurately to create correspondence and step-by-step instructions.
- Computer Skills – The ability to use a computer and its corresponding accessories including a mouse, keyboard, and monitor. This also includes the ability to learn new software as needed.
- Microsoft Office Suite – Proficiency in Word, Excel, Outlook, Teams, and PowerPoint.
- Ability to scan documents into PDF form. Also, the ability to use PDF software to modify or create documents.
- Communication – Communicating effectively in writing as appropriate for the needs of the audience. This includes using proper grammar and punctuation. The ability to verbally convey information to others in a way they can understand. This includes the ability to tailor your communication style to a

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wide variety of individuals inside and outside of the Cooperative. The ability to listen and interpret what individuals are asking/telling you.

- Member Service – Knowledge of principles and processes for providing exceptional member service. The ability to resolve complex and sensitive member service problems while remaining calm and professional during member contacts that can be high stress and verbally abusive.
- Confidentiality – The ability to maintain confidential Cooperative and member information.
- Research Skills – The ability to research complex and sensitive member service problems through research and investigation of work papers, and discussions with member to find solutions that best benefits the member within Cooperative guidelines.
- Self-Development – The ability to independently search out learning opportunities to expand and update Member/Consumer Services knowledge.
- Decisiveness – The ability to evaluate a posed question or problem and make competent decisions within a reasonable amount of time.
- Low Supervision – Requires the mental capability to perform job responsibilities with little or no supervision.
- Problem Solving Skills - The process of working through details of a problem to reach a solution. Problem solving may include mathematical or systematic operations.
- Organization – The ability to keep files, schedules and projects organized.
- Detail Oriented – The ability to pay attention to details.
- Time Management – Managing one's own time.
- Mathematics – Using mathematics to solve problems.
- Ability to pass pre-employment drug test. Also, could pass ongoing random drug and alcohol testing.
- Ability to pass a credit check.
- Ability to pass a background check.

WORKING CONDITIONS:

This position requires working in an office environment with normal noise levels and normal temperatures throughout a normal workday. The position will require the use and knowledge of standard office equipment, network telephone systems, and business software. May require minimal local travel during the workday, and occasional overnight stays for training, seminars, or meetings. Regular hours of work with irregular volume of activity. Occasionally, it may require minimal overtime.

Each year working hours may change to a summer hour schedule beginning the day after Memorial Day to the day after Labor Day.

PHYSICAL REQUIREMENTS:

Primarily inside, sedentary work requires light lifting of ten pounds or less, with lifting of twenty-five pounds of force or less on an occasional basis and/or negligible amount of force frequently. Job requires extended periods of sitting, occasional standing, walking, stooping, bending, kneeling, reaching, pushing, pulling, driving, and/or traveling. Requires repetitive motions with hands and fingers, such as dialing and keyboarding, and prolonged viewing and use of computer, monitor, keyboard, and mouse. Must be able to use office equipment such as a copier, computer, and printer. Must be able to communicate with individuals and small groups, and be able to read, write and do arithmetic. Requires analyzing data and reports and conducting research. Must be able to present information to others and work under stress. Ability to maintain a valid driver's license required.

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ADDITIONAL DUTES:

Additional duties and responsibilities may be assigned or added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

REPORTING RELATIONSHIPS:

- A. Reports to the Office Manager
- B. Responsible for:
 - a. Non-supervisory position
- C. Coordinates with:
 - 1. Internal:
 - a. Office Manager
 - b. Member Services Manager
 - c. Billing Specialist / Key Accounts
 - d. Operations
 - e. CFO & Finance Dept
 - f. Purchasing/Warehouse Manager & staff
 - g. Human Resources Manager
 - h. Information Services
 - i. CEO/GM
 - 2. External:
 - a. WCE members and wholesale customers
 - b. Commercial & Industrial (C&I) Key Accounts
 - c. National Rural Electric Cooperative Association (NRECA), Kansas Electric Cooperatives (KEC), and Sunflower Electric Power Corporation (SEPC), and Federated Rural Electric Insurance Exchange (Federated)
 - d. Public
 - e. Solar / DG 3rd Party

The Employee signature below constitutes the employee's understanding of the requirements for the Member Services Representative position, essential functions and duties of the position and is not a contract of employment.

Employee Signature

Date

Supervisor Signature

Date