



Adams Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

1338 Biglerville Road, P.O. Box 1055, Gettysburg, PA 17325-1055

Position: Member Services Representative

Department: Human Resources/Communications/Member Services

Reports to: Member Services Coordinator

Effective:	August 13, 2010	September 11, 2014	August 1, 2020
Revised:	April 25, 2011	April 8, 2015	October 1, 2021
	September 6, 2012	January 1, 2019	
	August 29, 2013	November 11, 2019	

Purpose of Position:

To perform various functions of a Member Services Representative.

Safety and Well-Being Primary Responsibilities:

1. Must take reasonable care of and cooperate with actions taken to protect the health and safety of both himself/herself and others.
2. Must report all accidents, incidents, and hazards to his/her supervisor as soon as is practicable.

Minimum Job Specifications:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

1. High school diploma or GED (General Equivalency Diploma) required. Associates degree or higher preferred.
2. Minimum two (2) years' customer/member service experience required.
3. Some accounting experience preferred.
4. Computer skills required, including experience with Microsoft Office products.
5. Able to make timely decisions and handle stressful situations.
6. Must have the ability to effectively meet, communicate, and work with the membership, at times under stressful circumstances.
7. Must be able to use basic office equipment effectively.
8. Ability to work in different office locations throughout the co-op system. Company vehicle will not be provided.
9. A valid Pennsylvania Driver's License is required.
10. Ability to become CPR/AED certified, maintain a valid certification card and attend CPR/AED training every two (2) years.
11. Ability to become a certified Notary Public within the first year of employment.

Working Conditions:

Work is performed in various controlled office environments throughout the system with some irregular hours and, at times with overtime required.

Member Services Representative

Page 2

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. Positively communicates cooperative policies, billing and collection procedures, and marketing programs to members.
2. Responsible for providing prompt, accurate, and courteous service to all members and the public according to the cooperative’s operating standards, goals, and objectives.
3. Maintains working knowledge of National Information Solutions Cooperative (NISC) consumer service records and billing software, marketing and member services programs, and techniques in dealing with members and the public.
4. Maintains a professional relationship with members and the public to promote a positive image.
5. Establishes, scans, and maintains member database and records.
6. Initiates new service requests, consumer records, billing and collection processes, service disconnections, marketing, and other member services-related duties.
7. Performs general correspondence, service orders, right-of-way easements, membership applications, record changes and other member data updates.
8. Answers phone calls from members and researches/updates accounts as the call requires.
9. Authorizes termination of service for nonpayment of electric bills.
10. Exercises independent judgment when setting up pay schedules for delinquent accounts.
11. Performs data entry.
12. Processes accounts receivable payments.
13. With training, will learn to work alone in district offices.
14. Ability to respond and record outage notifications and take member calls during system emergencies.
15. Promotes important co-op programs to the membership (Project Helping Hand, Co-op Owners) and assists with community involvement activities as needed.
16. Other duties as assigned.
17. Travels and works out of different district offices, as needed.

Working Relationships:

Internal: All Employees
Board of Directors

External: Members
Vendors
Public