



## **MEMBER SERVICE REPRESENTATIVE / CASHIER**

### **Classification**

Full-time; Hourly; Non-Exempt

### **Reports to**

Member Service Supervisor

### **Date**

January 4, 2022

## **JOB DESCRIPTION**

### **Summary/Objective**

To render prompt, courteous, and reliable cashier services to member-owners, assuring the maintenance of sound and exact consumer payment records for the cooperative.

### **Essential Functions**

- Processes applications, complaints, questions, and bill payments (cash, check, and credit card) over the counter, via phone, at drive thru, and from depositories.
- Reconciles daily cash/check and payment stub totals.
- Balances cash drawer daily.
- Opens and closes member-owner entrances to office and vault each morning and afternoon.
- Enters service charges in computer.
- Processes service orders to reconnect accounts previously disconnected for non-payment.
- Receives and files service order, permits, releases and returned check information.
- Processes service orders, applications and other necessary task as associated to the process of service orders and customer service.
- Serves as member of on-call team on rotating basis to answer calls during after-hours account inquiries and power outages.
- Participates in safety meetings and training programs as required.
- Participates in annual meeting as required.
- Handles the sale of materials across the counter.
- This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary.
- Serve as a representative of the Cooperative at official meetings and / or training events.

## **Experience, Skills, Knowledge, and Abilities**

This position has no supervisory responsibilities.

## **Work Environment**

Works in a climate-controlled office environment. Job requires sitting, standing, walking, bending, and reaching. Requires good finger dexterity, repetitive motions with hands and fingers. Requires ability to perform close work, have good vision and hearing.

## **Human Relationships**

- Internal / Other Employees – Provides and acquires information and assistance necessary to assure the achievement of department and cooperative goals.
- Member-Owners – Work directly with member-owners in handling of payments and serving as front area receptionist to direct them to proper departments.
- Other Company Officials – Serves as receptionist to those visiting cooperative personnel for appointments.

## **Physical Demands**

Must be physically able to operate a variety of automated office machines and other equipment including computers, calculators, copiers, fax machines, etc. Must be physically able to exert up to ten pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Physical demands are sometimes in excess of sedentary work; position involves walking, standing, and sitting for brief and sometimes extended periods of time. May be required to lift and/or carry weights of approximately ten to twenty pounds.

## **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work are as described in the Broad River Electric Cooperative Employee Handbook. Some overtime may be required.

## **Travel**

Travel is less than 10% of the time and is primarily local during the business day.

## **Required Education and Experience**

- Requires a high school diploma or equivalent
- Must have basic computer skills
- Willing to attend courses related to area of work

## **Additional Eligibility Qualifications**

Must have a valid South Carolina Driver's license. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.

**All employment provisions are subject to BREC policies and South Carolina Law.**

**Residency**

Must reside within thirty (30) minutes of the assigned district office or the applicable District Service Area. If currently living outside these requirements, must be willing to relocate to the above within the first ninety (90) days of employment.

**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 their job. Duties, responsibilities, and activities may change at any time with or without notice.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.