
Customer Service Representative

Job Classification: Non-exempt, Full-time

Reporting Relationship: Customer Service Supervisor

Reporting Location: Fredonia, KS

Application Deadline: Open until filled, preferred application deadline June 2, 2025.

Primary Accountability:

The Customer Service Representative (CSR) is responsible for providing courteous member services through collection of bills, routing of calls, making service orders, outages and other member information. The CSR acts as an ambassador of the Cooperative by demonstrating and communicating a positive image of professionalism.

Essential Duties:

- Promptly and professionally answer the telephone and ensure Cooperative call queues are always attended.
- Promptly greet and assist Cooperative members and visitors.
- Monitor member service accounts, including customer service emails, web/online contact submissions and requests for change of service. Also respond to routine inquiries.
- Answer power quality and outage report telephone calls, obtain pertinent information and route calls to appropriate personnel, as necessary.
- Process applications for membership by collecting information, performing credit checks, accessing deposits or fees processing service orders, and obtaining required documents.
- Initialize service orders, utilizing the software system for service reconnects, disconnects, transfers, meter exchanges, bill complaints, brush clearing, miscellaneous and pole light device maintenance.
- Process mail and other payment sources which may include ACH payments, miscellaneous receivables payments, mailed remittance, cash register payments and reoccurring credit card files to post payments to member accounts.
- Provide tax exemption forms for applicable members.
- Process, balance and close cash drawers daily and prepares daily deposits.
- Prepare, review, and distribute letters of credit, high usage notifications, landlord agreement service changes, miscellaneous invoices, and capital credit paperwork as necessary.

Our cooperative is an equal opportunity provider and employer.

- Process member agreements for Budget Billing, Electronic Funds Transfer (EFT), and revert-to-landlord forms.
- Properly retain documents in the vault as required and filed accordingly.
- Keep member information confidential and not disclose it to unauthorized individuals.
- Answer inquiries and provide information about electric services, rates and billing to members.
- Assist members with account updates, including address changes, payment method updates, and contact preferences.
- Assist members to establish payment arrangements when facing financial difficulties.
- Assist members enrolling in special programs, such as budget billing, auto-pay, or energy rebate programs.
- Participate in monthly billing and collection processes.
- Oversee the opening and closing of the front office area in a timely basis.
- Adhere to Cooperative Rules and Regulations and provide information to fulfill member requests.
- Perform additional duties as assigned by Management.

Marginal Duties:

- Create letters and reports as directed by management.
- Process returned mail from the post office.
- Communicate with linemen or other Cooperative personnel on the Cooperative radio.
- Provide back-up support for dispatching duties, as needed.
- Resolve member complaints when possible or route members to appropriate personnel.

Knowledge, Skills, and Abilities:

- High school diploma or general education degree (GED); three years customer service related experience and/or training; or equivalent combination of education and experience.
- Computer skills must include working knowledge of Microsoft Office products such as Word, Excel, Outlook, Access, and Power Point. Ability to learn and use company specific software.
- A positive attitude and pleasant demeanor to both members and coworkers.
- Ability to listen, understand problems and communicate solutions in person, electronically and over the phone with members, customers and employees to explain billing, payments and other issues.

Northern District
2731 Milo Terr.
Lebo, KS 66856

Southern District
9346 Jewell Rd.
Fredonia, KS 66736

Emporia Office
2501 W. 18th Ave., Ste. B
Emporia, KS 66801

- Ability to learn and disseminate information regarding policies and technical advancements in the electric utility to members.
- Ability to handle emotionally charged situations in a controlled manner.
- Ability to understand and carry out written or oral instructions.
- Ability to multi-task and work well with others in a fast-paced environment
- Attention to detail and organizational skills.
- A proficiency in the English language and its proper usage.
- Ability to write simple correspondence.
- Must adhere to Company Safety Rules.

Work Environment:

- Professional office setting.
- Must be able to report to their primary worksite after regular business hours, as soon as possible, in the event of an emergency such as electrical outages, inclement weather, etc.
- Ability to travel to attend meetings, trainings, workshops, and seminars, as directed.

Benefits:

- Full suite of insurance benefits offered.
- Defined Benefit Pension and 401(k) employer contribution.
- Paid time off to include vacation, personal time off, holidays, and sick leave.
- Regular office hours are a Monday through Thursday, 7 am – 5:30 pm.

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