

# Calhoun County Electric Cooperative

## Rockwell City, IA

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### **Job Description and Specifications**

Job Title: **Member Service Representative**  
Reports To: CEO  
Supervises: None

#### **JOB SUMMARY**

Plan and coordinate the Member Service activities of the Cooperative. Represents the Cooperative in the promotion of Cooperative services and programs to members and employees. Develop and maintain relationships with member-consumers that demonstrate Cooperative's commitment to meeting their power supply and business needs. Responsible to assess and address issues including rates, billing, metering, power quality, and service reliability, facility expansion or modification, and internal operations issues.

#### **ESSENTIAL JOB FUNCTIONS**

1. Assists members regarding energy use, HVAC equipment, lighting and electrical appliances, technical advice and provides written materials on the efficient use of electricity.
2. Gathers information and provides articles for member newsletters, reviews content before publications.
3. Represents the Cooperative at community organizations and functions (fairs, parades, meetings, etc.) in the service area as a member, guest speaker or participant.
4. Promotes the Cooperative marketing plan by implementing new programs. Informs members about the benefits of electric heat and electric water heaters.
5. Investigates and analyzes high bill complaints. Communicates results to members.
6. Conducts residential and commercial & industrial (C&I) energy audits.
7. Meets with C&I members at their business site at least twice a year to foster good working relationships with the Cooperative, to discuss new and or ongoing Cooperative programs and services, and to keep abreast of possible expansion projects. Promotes the use of electricity in these expansion projects.
8. Monitors C&I member demand, load factor, and power factor. Works with C&I member to improve their electric usage efficiency in all three areas.

9. Promotes the Cooperatives' marketing and load management programs as it pertains to C&I members in coordination with the Operations Departments.
10. Works with the Billing Department in the collection process. Posts past due notices at members locations and handles disconnection of electric services on past due accounts.
11. Manages load management programs to help reduce peak demand. Contacts members and arranges the installation of load management devices on new water heaters.
12. Manages the metering program. Works with testing company to set up testing for single phase and three phase meters. Programs meters for specific uses. Maintains the AMI meter reading system.
13. Stays current on technological developments in the electric power delivery and utilization fields so that the most modern, cost effective and efficient products are made available to the customer.
14. Keeps senior management informed by collecting, analyzing and summarizing information and preparing reports as needed.
15. Discusses energy efficiency rebates with members and processes rebates. Submits rebates to Corn Belt Power Cooperative for payment.
16. Discusses annual Energy Efficiency goals with the Corn Belt Energy Advisory Committee and completes Energy Efficiency reports as required.
17. Meets with members who are considering renewable energy; provides advice on energy efficiency measures. Provides renewable energy applications to members and submits completed applications to Corn Belt for approval. Assists in installing bi-directional metering equipment at members location after receiving approval from the State of Iowa inspector.
18. Follows safety rules and regulations of the IAEC, IOSHA, OSHA, DOT & IDOT, etc. and the Cooperative.
19. Performs all other duties as required or requested by management.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Ability to read, analyze and interpret material used for publications. Ability to write reports, business correspondence and procedure manuals.

Ability to effectively present information and respond to questions from managers, members and the general public.

Ability to prioritize and manage multiple projects.

Excellent oral, written and interpersonal communication skills.

Excellent computer skills. Ability to calculate figures and apply concepts of basic algebra.

### **PROFESSIONAL DEVELOPMENT**

Attends meeting, workshops or courses as assigned by management for the purpose of gaining broad and specific information which may be applied to the operations or to the advancement of the cooperative.

Study department or Cooperative memoranda, procedures and policies to keep informed on the Cooperatives records for which this position is responsible.

Keep current with Cooperative and industry trends.

Maintain effective skills and broaden expertise in human relations.

### **EDUCATION AND/OR EXPERIENCE**

A degree from a two or four-year college or university; with electrical related experience and/or training is preferred; or equivalent combination of education and experience. Public speaking experience a plus.

### **OTHER QUALIFICATIONS**

Must be knowledgeable about power systems operations and electrical wiring principles, National Electric Safety Code and building practices related to HVAC and other energy conservation systems. Must be knowledgeable about safe working practices.

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

These activities may be performed from standing or seated position depending on the tasks being accomplished. Position requires frequent standing, walking, stooping, climbing, reaching and grasping. Physical dexterity and efficient coordination are required for the operation of machinery and standard communications equipment and electronic devices involved with the duties of the position.

The position does not customarily require lifting weights in excess of approximately 50 lbs. The duties of the position are primarily performed in an office environment. Occasionally duties may be performed outside with exposure to weather extremes.

Some irregular hours with night meetings and assistance during major outages. Occasional overnight travel required for training or other meetings.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **LICENSE AND CERTIFICATION**

Valid Iowa driver's license required.