

Coleman County Electric Cooperative, Inc.
Cashier/Customer Clerk
Position Description

GENERAL DESCRIPTION: Responsible for recognizing members' needs and providing them with quality service. Will be responsible for keying all types of member payments and cooperative funds. This position will serve the member by providing product and service information, as well as assisting in resolving product and service problems. The position also requires a flexible personality to satisfy all types of members in a professional manner, including those with complaints and grievances. Responsible for several needs of the office and tasks within the office to keep things running efficiently. At times, it is necessary for this position to work after hours in case of meetings, deadlines or emergencies. Ensure positive membership relations by providing quality, professional, and personalized service to all members. Also, to insure all members' payments are posted in an accurate and timely manner.

REPORTS TO: Office Manager

ENVIRONMENT: Not considered a hazardous job; usually works in a comfortable environment.

EXTERNAL CONTACTS: General public, Cooperative members, suppliers for office supplies, auditors, bankers, other Cooperative and utility employees.

INTERNAL CONTACTS: CEO/General Manager, Staff and employees.

DUTIES AND TASKS OF THE JOB:

- Responsible for opening a cash drawer, posting walk-in and electronic member payments and balancing a cash drawer daily. Take turns with the other cashier in checking the drop box and mail box daily at the appropriate times. Helps sort and delivers mail within the office. Opens and enters member drop box and mailed payments and posts to the appropriate account. Responsible for double checking all payment envelopes for payments or information missed when originally opened. Will process credit card payments that are called and mailed in. Aid members in setting up recurring payment by giving them the proper paper work. Process return checks and lets collection clerk know when they are returned.
- Process Miscellaneous Accounts Receivable payments and all other money that is received by the Cooperative through cash drawer.
- Answers the phone and directs the calls to the appropriate person. Answers the radio and helps our outside crew with any issues they may be having.

- Helps members with issues both in person and on the phone. Contacts outside crews for outages or other issues members may be having. Strives to meet all of our members needs to the best of their ability.
- Balances and closes out the Master Card-Visa machine when needed.
- Monitors credit card deposits and balances Credit Card statement monthly.
- Responsible for all address updates. Will verify and key them into the computer promptly after receipt.
- Maintains member files by filing and keeping them up to date in an orderly manner.
- Checks all meter readings before time of bill calculation by checking all edit reports and variance reports. Responsible for getting re-reads or calling the member when readings are out of normal range.
- Responsible for the other Cashier's responsibilities when he/she is absent.
- Required to abide by the Board & Management Guides & Policy and all other rules that management has advised us to adhere to. Also, follow office and safety procedures daily.
- Assist in whatever needs to be done whenever other employees are at lunch, sick, on vacation or at meetings required by the Cooperative.
- Required to be present and work at the Cooperative's annual meeting. Also, may need to help with setting up for the meeting and preparing gifts to be given away at the meeting.
- Attend training that will improve job related skills when the opportunity arises.
- Be familiar with Command Center (Metering System) to assist members who have questions about meter usage.
- Be knowledgeable of CCEC's tariff to assist members with questions.
- Provides members (in person, mail, fax or by mail) duplicate bills and usage information.
- Responsible for printing and filing CTO (Central Texas Opportunities) payment pledges.
- Compiles and balances the cooperative bank deposit daily.

- Perform duties as directed by the CEO/General Manager and Office Manager for other personnel or supervisors.
- Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

PHYSICAL DEMANDS: Sedentary work requiring sitting at a desk most of the time to operate a computer, calculator or standing to operate a copy machine, fax or scan; requires repetitive motions with hands and fingers, good vision and hearing; ability to speak to employees and the public; must be able to read, write and perform mathematical calculations; occasionally may have to lift up to 50 pounds; present information to others and work under stress.

EDUCATION AND EXPERIENCE REQUIREMENTS: High school diploma or equivalent is required. Must have ability to work with members and understand their needs. Must have the social skills to handle both happy and unhappy members. Needs a sense of organization and common sense. Also, must have experience using Microsoft Office applications and the ability to learn other software that this position may require.