

**CHUGACH ELECTRIC ASSOCIATION, INC.**  
**Anchorage, Alaska**

Position Description

Member Service Representative I

I. Summary

Under direct supervision from Managers and direct instruction from Lead personnel, this entry-level position serves as the liaison between members and Chugach by attending to their service requests and providing them with quality customer service. Customer service representatives field questions, concerns and complaints from members; research problems, answer questions and offer solutions.

II. Reporting Relationships

- A. Reports to: A designated manager in Member Services
- B. Directs: None

III. Representative Duties

*Customer Service*

- A. Processes member service requests, such as connect and disconnect orders. Arranges for and receives deposits when necessary.
- B. Reviews, researches, resolves and provides answers to general account inquiries. Receives inquiries or complaints and seeks resolution.
- C. Maintains customer information system by gathering and updating active member account information.
- D. Operates the switchboard and acts as a receptionist to direct callers and visitors when needed.

*Consumer Accounting*

- A. Receives and processes payments. Reviews daily transactions and reconciles drawer and receipts accordingly.
- B. Researches and completes general requests from members regarding payments, refunds and capital credits.
- C. Receives requests for and processes refunds to members.

*Billing*

- A. Reviews, researches, resolves and provides answers to general billing inquiries including billing adjustments and billing corrections.
- B. Receives and resolves general billing complaints and seeks resolution.

*Metering and Field Support*

- A. Processes the meter reading and billing interface, reviews applicable reports and initiates action as needed.
- B. Receives and resolves general meter reading or high bill complaints and seeks resolution.
- C. Provides advice, counsel and information to members regarding routine energy usage and conservation issues.

*Miscellaneous*

- A. Completes special projects and tasks pertinent to customer service operations.
- B. Performs other job-related duties as assigned.

**IV. Relationships**

**A. Internal**

- 1. Designated Member Services Manager: Reports to, receives direction from.
- 2. Member Services Management Team: Receives instruction and assistance from, and exchanges information with. Refers inquiries and complaints for resolution.
- 3. Lead MSRs: Receives direct instruction and assistance from, exchanges information with. Refers inquiries and complaints for resolution.
- 4. Member Services Staff: Exchanges information with other Member Services staff.
- 5. Employees of other departments: Exchanges information with other employees as necessary.

**B. External**

- 1. Member-Owners: Seeks information from and provides information to member-owners.

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Minimum Qualifications

Member Service Representative I

Education

High School diploma or equivalent is required.

Experience

Six months of experience requiring public contact and service is preferred.

Job Knowledge/Skills/Abilities

- Knowledge of word processing software, email applications and Internet. Knowledge of spreadsheet software is desirable.
- Knowledge of basic office technologies including calculators, copiers, fax machines and telephones.
- Ability to effectively handle a high degree of public communication and contact, including face to face, over the phone and electronically.
- Ability to type 35 words per minute and ability to use a 10-key calculator with accuracy.
- Ability to communicate effectively with others.
- Ability to continually provide a service-oriented attitude towards members and co-workers.
- Ability to perform basic mathematical functions.

Working Conditions

Work is conducted in a standard office environment. Some overtime may be required.