

ORCAS POWER AND LIGHT COOPERATIVE
JOB DESCRIPTION: Member Services Supervisor

Reports To: Assistant Manager of Member Services	Department: Member Services
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General Statement of Duties

A Level III, Eastsound based bargaining unit position whose primary function is the management and direction of the Member Services activities of Orcas Power and Light Cooperative for the purpose of ensuring positive member service.

Primary Functions

The primary functions of an employee in this position are being responsible for the billing of all members and customer service, supervision of member services staff, serve as advisor to meter readers on all islands, development of the Member Services Department budget and work plan, recommending the budget to the Assistant Manager of Member Services and Energy Services for approval, and monitoring departmental performance and expenditures compared to the work plan and the budget to determine if corrective action is required.

Level of Authority

The work is performed under the direct supervision of the Assistant Manager of Member Services, but extensive leeway is granted for the exercise of independent judgment and initiative.

Work Environment

Work is mostly inside an office in a controlled environment. Position requires travel throughout the cooperative's service territory to the cooperative's other offices for meetings and conferences. Work is regularly scheduled Monday through Friday, although weekends may be required to meet deadlines or attend meetings or conferences.

Essential Job Functions

- Management, support and administration of new member set up, billing, collections and member inquiries;
- Prepare or direct procedure on receiving payments, crediting accounts, and making bank deposits;
- Prepare or direct the preparation of members' monthly power bills, past due notices, and refund checks. Prepare outage notices, annual meeting labels, capital credit notices, and other notices on an as-needed basis;

- Respond or direct response to member inquiries and complaints concerning their accounts. Promptly resolve complaints relating to billing and service problems. Ensure the follow-up on any agreements and arrangements to make sure member adheres to terms of agreement. Direct members to Engineering or Operations to resolve problems if necessary.
- Ensure the development and implementation of improved service procedures; establish procedures for member service representative functions relating to cash processing, daily reports & business transactions for uniformity throughout the cooperative, survey member satisfaction and suggestions, identify coaching and training needs of staff, and provide feedback and training to staff as needed, including cross-training.
- Work with administration and finance to take care of capital credits, estate retirements and annual distribution of capital credits.
- Use and direct the use of computers for maximum efficiency of workflow. Document problems and propose enhancements in computer software and applications. Work with software provider and Technical Services to incorporate improvements and to install updates.
- Provide primary point of contact for all billing software relations issues, changes, information, and training.
- Reconcile accounts and prepare periodic reports of consumer deposits and membership activity and balances (accounts 200.2 and 235).
- In emergency call out, perform all aspects of maintaining contact with members and operations staff.
- Maintain harmonious, courteous, and understanding relationships, while fostering a collaborative teamwork environment. Provide coaching and counseling of department employees on unit performance and personnel issues to improve productivity and employee morale.
- Direct and supervise reporting personnel in such a manner as to promote a safe working environment, efficient operation of the cooperative, productive employees, and satisfied members. Be responsible for the selection, assignment, training, development, review and evaluation of member services staff for recommending pay changes and other employee status actions, based on performance measures.
- Plan and direct cross training for improved efficiency and communication. Take action for improved employee relations within the department and interdepartmental relations. Train and provide continuing instruction to personnel on proper member service techniques to preserve the favorable public image of the cooperative.
- Perform all other duties as necessary and assigned to maintain the effective functioning of the department and the cooperative.
- Participate in continuing education to upgrade and maintain technical skills and knowledge.

Required Knowledge, Skills and Abilities

- Ability to use a personal computer for word processing, spreadsheet, database and other appropriate applications;
- Ability to use multi-line phone, copier, fax, cash drawer and ten-key adding machine,

- Ability to operate two-way radio;
- Ability to drive a variety of company vehicles.

Desired Distinguishing Characteristics

- Ability to perform the essential functions and elements of this position competently, following an initial orientation period.
- Ability to be a team player;
- Independent and original thinking to solve problems which are highly complex and unstructured, with methods that are loosely defined.
- High integrity, with courteous and friendly demeanor;
- Ability to work well with diverse groups of people and gain and maintain respect of others, both inside and outside the cooperative;
- Good personal habits and regular work attendance;
- Ability to be comfortable in speaking in a public forum.

Acceptable Experience and Training

- In lieu of a degree, the incumbent must possess sufficient prior work experience in progressively more responsible positions during which the skills and abilities to perform all of the position's essential functions and duties have been amply demonstrated at a consistently competent level. Minimum of five years' experience in electric utility distribution system or other equivalent professional setting is required.

Required Special Qualifications
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- Knowledge of the local communities that comprise the service territory
- Knowledge of OPALCO policies and procedures;
- Knowledge of management systems and the ability to diagnose problems, identify solutions, and implement new systems, as required;
- Strong oral and written communication skills along with an ability to deal effectively with people;
- Extensive problem-solving capability and good mediation, negotiation, and interpersonal skills;
- Ability to accomplish a variety of projects simultaneously within established deadlines;
- Ability to project a favorable image of the cooperative;
- Must possess a current Washington Driver's license;
- Must acquire and maintain a First Aid/CPR card.

Essential Physical Abilities

- Work is varied but performed primarily in an office environment. It requires travel to the other islands on a weekly basis;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a computer keyboard, ten key calculator, and other standard office equipment;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to work at a computer terminal six to eight hours per day;
- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with members and other employees, in person or over the telephone or radio;
- Sufficient physical strength, with or without reasonable accommodation, to lift and carry boxes or parcels up to approximately 40 pounds;
- There are times when deadlines will require overtime, so one must have the stamina to accommodate extra hours.

Approved: _____ Date: _____
Foster Hildreth, General Manager

_____ Date: _____
Nichole Reedy, Union Business Representative