

JOB DESCRIPTION

Job Title:	MEMBER SERVICES REPRESENTATIVE	Date:	01/15/2019
Department:	MEMBER SERVICES	Grade:	12B
Reports to:	MEMBER SERVICES OPERATIONS SUPERVISOR	Status:	NON EXEMPT

I. SUMMARY OF POSITION:

Assists members regarding service requirements, billing inquiries, payments, deposits, and other related Member Services matters. Maintains Member Services records as assigned.

Essential duties/responsibilities/functions (include, but not limited to the following):
Communicates with customers regarding: <ul style="list-style-type: none"> • Inquiries on member account status and Company credit policies • Consumption variances • Service applications and discontinuances • Meter-related equipment • County or Company inspections • Billing adjustments • Power theft
Operates Company communications equipment to facilitate service orders.
Able to perform all cash-processing duties from payment receipt to Customer Information (CIS) update.
Substitute for other Member Services office personnel as required.
Knows and applies Company policies, safety programs, and other applicable rules and procedures.
Provides continuous feedback to workgroup on ways to improve the effectiveness of processes.
Performs similar and incidental duties as required to expedite department operations.

II. JOB SPECIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

1. Qualification Requirements:

- High school diploma or equivalent
- Must pass KIUC Standardized Test and other job related skills assessment as deemed necessary by the company.
- Must type a minimum of 40 wpm with 90% accuracy (to be determined by company-administered performance test)
- Must pass the Company's pre-employment physical examination and substance abuse test and be capable of performing the required work of the position
- Must have or be able to obtain a State of Hawaii driver's license and be able to drive a standard or automatic transmission vehicle
- Must have excellent communication, presentation, customer service, and employee/public relations skills with the ability to handle difficult and sensitive issues

2. Kind and Length of Experience:

- Minimum three (3) years of satisfactory experience in general office and clerical work or equivalent training
- Minimum three (3) years of satisfactory customer service experience required

3. Specialized Knowledge, Skills, and Abilities:

- Must possess strong telephone call-handling experience
- Excellent interpersonal and organizational skills to handle multiple priorities
- Working knowledge of IBM-PC/compatible hardware and software
- Experience in Microsoft Windows, Word, Excel, Access and Power Point desired

4. Language Skills:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Ability to write reports and business correspondence
- Ability to effectively present information and respond to questions from clients, members and the general public

5. Mathematical Skills:

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations

6. Reasoning Ability:

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instruction in mathematical or diagram form and deal with several abstract and concrete variables

7. Physical Requirements: The physical demands described here is representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Regularly required to sit; use hands to finger, handle or feel objects, tools, or controls; and talk or hear
- Required to walk, bend, and reach with hands and arms
- Must occasionally lift, carry and/or move up to 40 pounds

8. Environmental Factors: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The noise and dust level in the work environment is as would be encountered in normal commercial/industrial sites.

** The above job description contains the general data considered necessary to isolate factors affecting the job evaluation and is not to be construed as an accounting of all duties and requirements that may be inherent in the job.*

Signature: /s/ Maile Alfiler Date: 1/16/2019
Member Services Manager

Signature: /s/ Joel Duldulao Date: 1/16/2019
Union Representative

For HR Use Only	
Section: Office	
Human Resources Signature: <u> /s/ Lisa Ubay </u>	Date: <u> 1/16/2019 </u>