



# Member Accounts Representative

## POSITION DESCRIPTION

<b>Department:</b>	<b>Finance</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Reports To:</b>	<b>Director of Finance &amp; Administrative Services</b>	<b>Union Status:</b>	<b>Non-Union</b>
<b>Supervises:</b>	<b>No</b>	<b>Employment Status:</b>	<b>Full Time</b>
<b>Job Code / EEOC Cat:</b>	<b>Click to enter text.</b>	<b>Date Revised:</b>	<b>6/20/2025</b>

### Purpose of Position

The Member Accounts Representative assists the Finance and Administrative Services department by performing various financial and other organizational tasks, ensuring accuracy and compliance with Cooperative policies. As our billing representative there is frequent member interaction, assisting members with their account needs, receiving of payments, and accurate posting of transactions.

### Position Responsibilities

The scope and duties of this position may change or be temporarily altered based on the evolving business needs of the Cooperative. The basic requirement of every position is to perform all tasks as assigned by your supervisor.

### Key Responsibilities

#### Brief Description of Responsibilities

### Essential

#### Responsibilities:

1. Retrieves mail from the post office, processes transactions and prepares deposits for bank.
2. Assist in maintaining member database to ensure accuracy of information; names/addresses, bank account information etc.
3. Accepts member payments and posts to member accounts.
4. Responds to inquiries and consumer complaints regarding disconnect notices, collection procedures and associated penalties, advising supervisor of complaint and action taken.
5. Responds to inquiries from member-consumers regarding deferred payment arrangements. Processes deferred payment arrangements based on member-consumer requests and applicable policies and procedures, verify required payments are made in a timely manner, and make follow-up phone calls to members who become delinquent.
6. Responds to inquiries from members regarding budget payment arrangements; process budget payment requests, calculates settlements month amounts, verify required payments are made in a timely manner, notifies members of new budget amounts, and updates accounts as necessary.
7. Receives "NSF" check information from bank, initiates notification and other document processing, updates list of "bad checks" and prepares postings if necessary.
8. Reviews LIHEAP forms and sees that qualifying members are removed from cutoff and collection listings. Apply funds received from energy assistance to member accounts.
9. Reviews list of deposits eligible for refund and notifies supervisor of any that should be "held" and not refunded.
10. Serves as support for other departments and a back up for others within the Finance and Administrative Services Department
11. Serves as a member services representative of the Cooperative.

**Secondary  
Responsibilities:**

1. Assist as needed during an emergency outage or major storm occurrence. Be prepared to assist in any appropriate manner, and at any time, during outage restoration efforts.
2. Participate in the Annual Meeting of the Cooperative and carry out responsibilities assigned to this position for the purposes of the meeting.
3. Performs such other duties as may be assigned.

**Position  
Requirements**

All position requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

**Key Requirements**

**Brief Description of Requirements**

**Education, Licenses,  
Certificates, and  
Training Requirements:**

Minimum of a high school diploma is required.  
Class C Driver's license required; insurable under the Cooperative auto policy is required.

**Experience:**

- Prior bookkeeping, clerical and customer service is preferred.
- Work experience with closely related business and computer applications is helpful.
- Practical application of skills for a minimum of one year in a related type of organization is preferred.
- Must be proficient in Microsoft Office, specifically Outlook, Word, and Excel.

**Knowledge, Skills and  
Abilities:**

- Position requires a basic knowledge of bookkeeping; keyboarding; 10-key; computer software; typing and filing practices and procedures.
- Must have a working knowledge of general office practices and procedures and must demonstrate the ability to understand general electric utility knowledge, the Cooperative's policies, procedures and policy philosophy within a reasonable length of time as they pertain to the position.
- Must be able to promote good member relations by providing accurate and timely information through the detailed level of work and the ability to research inquiries, requests and respond within the business day or in a timely manner. The Billing Representative should have considerable skills in effectively dealing with a variety of people under challenging circumstances.
- Must be able to handle a variety of diverse tasks and organize work to meet deadlines.
- Must be accurate, confidential, dependable, organized, and able to work with little or no direct supervision.
- Willingness and ability to learn and adapt to new technologies.
- Must possess a good command of the English language and be proficient in mathematics.
- Should have necessary physio-motor skills to operate office equipment including computer with typical business software, copiers and other office machines.
- Must possess excellent verbal and written English language skills as necessary to carry out internal and external written and oral communications responsibilities with employees, the membership, and the public in a manner which instills confidence.
- Must have legible handwriting.

**Work Environment:**

- The position is in an indoor office setting and requires frequent use of office equipment such as computers, copiers, fax machines, and telephones.
- Travel for position related matters, such as training and meetings, will be necessary on occasion.

**Physical Demands:**

- Position requires incumbent to work inside; alone, with others, around others and to engage with the public.
- Activities that occur continuously are using analytical ability; using effective organizational and interpersonal skills; working with interruptions; concentrating; effectively managing time; and using near vision, depth perception, visual accommodation, color vision, and peripheral vision.
- Activities that occur frequently are communicating verbally and in writing, problem solving, sitting, using fine manipulation with your hands, talking, and hearing,
- Activities that occur occasionally are standing, walking, using fingers and hands repetitively, handling, using analytical ability, using effective organizational and interpersonal skills, concentrating, and effectively managing time.
- Activities that occur infrequently are bending, stooping, squatting, crouching, kneeling, pushing, pulling, twisting, climbing staircases, reaching straight, above and below shoulder level with both shoulders individually or at the same time, carrying and/or lifting up to 30 pounds, using problem solving, creativity, and working with interruptions.
- Position may require rare working hours that are outside of the standard business hours. Rare Holiday work may be required in case of emergency.

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This position shall have full authority to carry out these duties and responsibilities in conformity with established policies and procedures and shall utilize time in such a way as to fulfill the objectives of this position and the Cooperative.

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*This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required.*

*ACEC reserves the right to revise or change the job responsibilities as business needs arise. This job description does not constitute a written or implied contract of employment, other than an "at-will" employment relationship.*

Reviewed and approved:

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Direct supervisor

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Date

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Department Head

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Date

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Human Resources

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Date

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CEO/General Manager

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Date