



Job Description

Title: Member Services Representative I	Department: Member Services
Reports to: Member Services Supervisor	Salary Grade: 30
FLSA Status; Non-Exempt	EEO Code: Admin Support Workers
Job Level: Individual Contributor	Version Date: 12/19/2023

JOB SUMMARY

Position responds to member inquiries while demonstrating strong customer relations and problem-solving skills with the aim of providing exceptional customer service. Provides billing support for Holy Cross Energy’s (HCE) residential and commercial accounts, which requires review of billing cycle reports and performs the necessary billing adjustments.

<u>Essential Functions</u>	<u>% Time</u>
Provides professional and knowledgeable customer service while clearly communicating with Members, fellow employees and other HCE departments.	40%
Assists Members with scheduling service for connects, disconnects, transfers and meter checks. Responds to billing inquiries and researches billing issues. Provides information about company programs, products and services and assists members with self-service options.	40%
Handles Member complaints and seeks optimal resolutions. Negotiates payment extensions, arrangements, collections and referral to other agencies for financial assistance.	10%
Establishes and maintains member account records, updates Member information and performs a variety of other office duties. Balances payment amounts daily and monthly from various payment methods.	5%
Cross trains and rotates handling other MS duties including front desk, remit and training.	5%

Career Progression

Employee must be able to demonstrate and successfully perform the essential functions of the Member Services Representative I position prior to advancing to the Member Services Representative II position.

QUALIFICATIONS

Education and Work Experience

High School diploma or equivalent required; 2 years or more of strong customer services experience required; 2 years or more of data entry experience preferred; or an equivalent combination of education, training and experience.

Skills

Have experience and/or the ability to work in a call center environment. Must be a strong team player with the ability to work well with teammates, other departments and Members.	Solid
Must have clear and concise written and verbal communication skills. Bilingual skills preferred. Must enjoy collaborating with employees, members and contractors to develop	Solid

effective solutions. Have the ability to handle situations with tact and diplomacy. Must have strong customer service skills.

Possess organizational and time management, problem solving and decision-making skills. Be proficient in MS Office including Outlook, Word and Excel.

Basic

Licenses & Certifications

Valid Colorado Driver’s License required upon hire.

PHYSICAL DEMANDS & WORKING CONDITIONS

<u>Physical Demands</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>	<i>Weight</i>
Standing			X			
Walking			X			
Sitting				X		
Lifting		X				10 Lbs.
Carrying		X				10 Lbs.
Pushing		X				10 Lbs.
Pulling		X				10 Lbs.
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling	X					
Reaching			X			
Handling				X		
Grasping				X		
Feeling	X					
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination		X				

<u>Working Conditions</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Extreme cold	X				
Extreme heat	X				
Humidity	X				
Wet	X				
Noise		X			
Hazards	X				
Temperature Change	X				
Atmospheric Conditions	X				

<u>Working Conditions</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Vibration	X				
Other	X				

<u>Travel Requirement</u>	<i>Percentage</i>
Yes	5%
<u>Telecommuting Eligible</u>	<i>Percentage</i>
Yes	Up to 50%
<u>Subject to Nepotism Policy E-8</u>	No

<u>Functional Competency</u>	<i>Level</i>	<i>Competency Description</i>
Analytical Thinking	Novice	Diagnoses issues using a systematic and methodical approach.
Business Impact	Novice	Responsible for the team meeting goals and objectives.
Collaboration	Mid	Maintains mutually beneficial partnerships with other functions.
Communication Skills	Entry	Able to communicate well in straight-forward situations.
Functional Knowledge	Entry	Knowledgeable about his/her specific job.
Influence	Novice	Develops respect for ideas & proposals within the department.
Job Impact	Novice	Work team & other connected work teams.
Leadership Skills	Entry	Does not manage employees may mentor and/or train subordinates.
Managing Change	Entry	Implements changes provided by management.
Problem Solving	Novice	Uses common sense to solve routine issues.
Strategic Responsibility	Novice	Contributes to strategy for his/her team.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SCOPE

Freedom to Act

Work is accomplished with moderate supervision. Follow established and detailed directions. Work is reviewed for accuracy and overall adequacy.

Problem Complexity and Problem-Solving Timeframes

Provides resolution to problems that are readily identifiable with limited scope and are resolved in accordance with standard practices, procedures, applications or routines. Problem/Task resolution timeframe: The majority of the task typically take 1 to 2 days to resolve.

People Management

Individual Contributor – does not manage employees.

Impact

Failure to accomplish results can normally be overcome without significant effect on the organization.

Contact With Others

Contacts are primarily with direct supervisor and others in group or department to give and receive information.

Financial Responsibility

Financial and Budget Responsibility Shared

Interpersonal Abilities

Requires the ability to establish and maintain effective professional relationship with both internal and external contacts.

Leadership: Inspires and motivates others to perform well, includes appropriate employees in planning and decision-making, takes responsibility for employee activities, makes self available to employees, develops employee skills and encourages growth, gives appropriate recognition to others, and continually works to improve work environment and leadership skills.

Core Values: Commits to the safety of all co-workers and general public through education, awareness, training and prevention, treats people with respect, keeps commitments, accepts responsibility for own actions, inspires the trust of others, works with integrity, and upholds organizational Core Values.

Confidentiality: Uses discretion and maintains confidentiality in sensitive and personal matters related to the function.

Organizational Support: Follows policies and procedures, supports Holy Cross goals and values, promotes a harassment-free environment, supports affirmative action, and respects diversity.

Requires prompt and predictable attendance in order to ensure uninterrupted service to internal and external contacts. Occasionally, position may require working outside normal business hours, including evenings, weekends, and holidays.

The job description is not intended to be an all-inclusive list of job responsibilities, duties, and requirements; but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the need of the business. Holy Cross Energy retains the discretion to add to or change the duties of the position at any time.

Employee Signature & Date