

**POSITION NOTICE**  
**Internal & External Posting**

**POSTING DATE:** November 19, 2020

**Job Title:**

Member Service Representative II (Frontline)  
Member Service Representative II (Billing)

**Job Grade:**

6  
6

**Division:**

Member Services

**Reporting to (Job Title):**

Member Service Supervisor

**Location:** Fairbanks

**FLSA:** Regular, Non-exempt, Non-bargaining position

**For an employment application, visit our website at:**

<https://gvea.applicantpro.com/jobs/>

- Refer to the job description for further details regarding this position.
- In-house candidates are reminded to apply in accordance with ADM 3.7.
- Please contact the Human Resources Office for further inquiries.

<b>SALARY: Grade 6, \$23.04/hourly; DOE</b>
<b>CLOSING DATE: December 3, 2020; 5:00 p.m. AKDT</b>

**GVEA conducts pre-employment, post-offer drug screening. Employment is contingent upon satisfactory completion of the drug screening.**

**GVEA is an Equal Opportunity Employer – minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.**



**Golden Valley Electric Association  
Job Description**

**Part I-General Information**

<b>Job Title:</b>	Member Service Representative II - Frontline	<b>Job Location:</b>	Fairbanks	<b>Hours:</b>	8 hours per day, 5 days per week. Additional hours as required. On call for outages.
<b>Reports To:</b>	Member Service Supervisor	<b>Pay Grade:</b>	6	<b>FLSA:</b>	Nonexempt, non-bargaining unit position
<b>Reason for Job:</b>	To provide and assist in the delivery of exceptional member service to the membership. To provide accurate allocation of all monies and maintenance of accounts.				

**Part II-Position Requirements**

Key Accountabilities	Essential Functions
Member Service	<ul style="list-style-type: none"> <li>• Perform connect and disconnect transactions of member accounts, as well as related account processing.</li> <li>• Process member payments by cash, check or credit card. Distribute cash balancing reports accordingly.</li> <li>• Balance cash drawer accurately on a daily basis.</li> <li>• Complete secure cash drop and Form 8300 notifications, in compliance with IRS regulations.</li> <li>• Perform account maintenance including account transfers, name changes, location updates, and other member requests.</li> <li>• Respond to member inquiries in person, telephone, mail, mobile application, and email on a daily basis.</li> <li>• Learn, follow, and interpret GVEA Tariff and Policies.</li> <li>• Determine and request account adjustments, providing fair and equitable treatment to the membership.</li> <li>• Assist members with user set up and maintenance of electronic billing and payment systems.</li> <li>• Assist members with billing inquiries related to usage and efficiency concerns.</li> <li>• Maintain knowledge and application of electric rate schedules.</li> <li>• Answer incoming calls and route to appropriate sections within GVEA.</li> <li>• Research and process mail returned from the post office and update records accordingly.</li> <li>• Must provide quality customer service to the membership.</li> <li>• Must maintain confidential information.</li> <li>• Answer all calls promptly and efficiently while also assisting members in the office.</li> <li>• Manage and maintain accurate documentation of member interactions for future reference.</li> <li>• Must be willing to embrace and learn new technology.</li> <li>• Provide phone assistance in outage call center during outages.</li> </ul>
Credit and Collections	<ul style="list-style-type: none"> <li>• Dispatch service orders and assist with communications with field representatives.</li> <li>• Record grant payments to member accounts.</li> <li>• Analyze and negotiate account extensions and payment agreements for delinquent account holders.</li> <li>• Explain GVEA's credit processes to members.</li> </ul>
	<ul style="list-style-type: none"> <li>• Other duties as assigned.</li> </ul>

**Part III-Job Specifications**

<b>EDUCATION:</b> <ul style="list-style-type: none"> <li>• High school diploma or equivalent required.</li> <li>• Associate Degree in related field preferred.</li> </ul>	<b>SKILLS:</b> <ul style="list-style-type: none"> <li>• Ability to maintain a courteous, professional and cooperative work relationship with members and coworkers, including the ability to maintain a confident and professional demeanor under stressful conditions.</li> <li>• Demonstrated ability to manage multiple tasks and to coordinate activities.</li> <li>• Proficient use of Microsoft Office Suite including Word, Excel, and Outlook.</li> <li>• Accurately type 45 words per minute.</li> <li>• Demonstrated 10-key ability.</li> <li>• Ability to operate basic office machines.</li> <li>• Excellent interpersonal skills in a service environment.</li> <li>• Excellent oral and written skills.</li> </ul>
<b>CERTIFICATIONS/LICENSES:</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	<b>WORK ENVIRONMENT:</b> <ul style="list-style-type: none"> <li>• Office Environment</li> </ul>
<b>DIRECT REPORTS TO THIS POSITION:</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	<b>PHYSICAL REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>• See attachment one</li> </ul>

<b>EXPERIENCE:</b> <ul style="list-style-type: none"> <li>• Two years experience working in a direct customer service related capacity in a service industry.</li> <li>• Experience with word-processing and spreadsheet software is preferred.</li> <li>• At least one year of cash handling experience.</li> <li>• Experience working in a credit/collection environment is preferred</li> </ul>	<b>ON-THE-JOB DEVELOPMENT REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>• Continuously improve and upgrade computing skills and other applicable job skills.</li> <li>• Become knowledgeable in all applicable safe work practices.</li> <li>• Become knowledgeable of Association policies and procedures.</li> <li>• Become knowledgeable of division performance management goals.</li> </ul>
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Updated as 8/25/2020	
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MANAGEMENT RESERVES THE RIGHT AT ANY TIME TO MODIFY JOB REQUIREMENTS AND ASSIGN OTHER DUTIES AND RESPONSIBILITIES AS DIRECTED OR HISTORICALLY PERFORMED.

**Golden Valley Electric Association  
Job Description**

**Part I-General Information**

<b>Job Title:</b>	Member Service Representative II	<b>Job Location:</b>	Fairbanks	<b>Hours:</b>	8 hours per day, 5 days per week; additional hours as required.
<b>Report To:</b>	Member Service Supervisor	<b>Pay Grade:</b>	6	<b>FLSA:</b>	Nonexempt, non-bargaining position
<b>Reason for Job:</b>	To process member bills on a daily basis. Assist members with billing questions ranging from on-line services to budget billing. To provide efficient courteous and friendly service to our membership.				

**Part II-Position Requirements**

Key Accountabilities	Success Criteria	Essential Functions
Billing/ Member Services	<ul style="list-style-type: none"> <li>• Ensure accurate and timely billing information is provided to members.</li> <li>• Ensure accurate and timely responses to member inquiries.</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze and verify bills daily in a timely and accurate fashion to meet posting deadlines.</li> <li>• Process complex calculations of large commercial class accounts, key member accounts and other external billings.</li> <li>• Provide functional support to the meter technician staff; process meter reading data from MeterSense, and post daily meter readings for route assignments.</li> <li>• Assist members with user set up and maintenance of electronic billing and various payment systems via email, phone and fax.</li> <li>• Accept and process member payments by cash, credit card and debit card.</li> <li>• Process account connects, disconnects and transfers as requested by members.</li> <li>• Process adjustments to member accounts as needed.</li> <li>• Maintain knowledge and application of all electric rate schedules.</li> <li>• Assist members with billing inquiries related to usage and efficiency concerns via telephone, mail, in person and email.</li> <li>• Explain GVEA Tariff and policies to membership as needed.</li> </ul>
Records Retention	<ul style="list-style-type: none"> <li>• Ensure account information and responses to inquiries are accurate.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare member files for scanning and purge unnecessary documents according to preset criteria.</li> <li>• Organize and retain documents in preparation for scanning.</li> <li>• Research computer billing system to locate missing index parameters.</li> <li>• Index and scan member files into database software for easy retrieval. Scan all member documentation pertinent to liability issues for GVEA which includes Power of Attorney, special agreements, bankruptcies, and personal member information.</li> <li>• Research and retrieve information for subpoenas by various law enforcement agencies.</li> </ul>
		<ul style="list-style-type: none"> <li>• Other duties as assigned.</li> </ul>

**Part III-Job Specifications**

<b>EDUCATION:</b> <ul style="list-style-type: none"> <li>• High school graduate or equivalent.</li> <li>• Associate's degree in Business, Accounting or an applicable field is preferred.</li> </ul>	<b>SKILLS:</b> <ul style="list-style-type: none"> <li>• Ability to maintain confidential information.</li> <li>• Ability to work independently regarding daily activities.</li> <li>• Ability to complete job tasks following specific verbal and written procedures and instructions.</li> <li>• Excellent organizational skills and strong attention to detail.</li> <li>• Excellent oral and written communication skills.</li> <li>• Ability to interact with members in a tactful and understanding manner in stressful situations while maintaining control of the situation.</li> <li>• Ability to effectively interact with other employees.</li> <li>• Ability to conduct oneself in a professional and courteous manner at all times while representing GVEA to the public.</li> <li>• Ability to operate a ten-key calculator in a proficient manner.</li> <li>• Ability to type 45 wpm with accuracy.</li> <li>• Knowledge of basic accounting procedures.</li> <li>• Must possess strong computer skills. Demonstrated knowledge of Excel and Word programs.</li> <li>• Must possess legible handwriting skills.</li> </ul>
<b>WORK ENVIRONMENT:</b> <ul style="list-style-type: none"> <li>• Office environment.</li> </ul>	<b>PHYSICAL REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>• See attachment 1.</li> <li>• Ability to work a minimum of forty (40) hours per week. Some overtime may be required.</li> </ul>
<b>EXPERIENCE:</b> <ul style="list-style-type: none"> <li>• Minimum of two years relevant experience.</li> <li>• Prior account billing experience is preferred.</li> <li>• Demonstrated experience using personal computers and word processing, database and spreadsheet software.</li> <li>• Demonstrated cash handling experience.</li> </ul>	<b>ON-THE-JOB DEVELOPMENT REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>• Become knowledgeable in Association policies and procedures.</li> <li>• Become knowledgeable in the computer software systems. Continuously improve computer skills and other applicable job skills.</li> <li>• Become knowledgeable in all applicable safe work practices.</li> <li>• Become knowledgeable of performance models.</li> <li>• Become knowledgeable of organizational structure and internal processes.</li> <li>• Stay proficient and knowledgeable of tariff rates.</li> </ul>
<b>DIRECT REPORTS TO THIS POSITION:</b> <ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>	

Updated as of 08/13/2020

MANAGEMENT RESERVES THE RIGHT AT ANY TIME TO MODIFY JOB REQUIREMENTS AND ASSIGN OTHER DUTIES AND RESPONSIBILITIES AS DIRECTED OR HISTORICALLY PERFORMED.

POSITION: \_\_\_\_\_  
 UPDATED: \_\_\_\_\_

**PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS**

Activity	N/A	NE	O	F	C
Sitting					
Walking					
Standing					
Running					
Bending or twisting					
Squatting or kneeling					
Reaching above shoulder level (i.e. awkward posture)					
Climbing (i.e. ladders)					
Driving cars, light duty trucks					
Driving heavy duty vehicles					
Using foot controls					
Repetitive motion of hands/fingers					
Grasping, gripping or pinching with hand(s), (i.e. high hand force)					
Moderate to High hand-arm vibration					
Lifting/carrying 10-25 pounds					
Lifting/carrying 26-50 pounds					
Heavy Lifting/carrying 51-74 pounds (more than 10 times per day)					
Heavy Lifting/ carrying 75 pounds or more (once per day or more)					
Awkward Lifting/carrying objects 25 lbs above shoulders, below knees or at arms length more than 25 times per day					
Frequent lifting (more than: 10 lbs , 2 times per min., 2 hrs + a day)					
Pushing/pulling					
Repeated impact (use of hand or knee as hammer more than 10 times per hour, more than 2 hours total per day)					
Highly repetitive motion (repeating the same motion with neck, shoulders, elbows, wrists or hands more than 2 hours per day)					
Work in or exposure to inclement weather					
Work in or exposure to cold water					
Exposure to dust, chemicals or fumes (indoor or outdoor air quality)					
Work / live in remote field sites					
Use of hazardous equipment (i.e. guns, chainsaws and explosives)					
Swimming/scuba diving					
Work at heights (i.e. towers, poles)					
Exposure to infection, germs or contagious diseases					
Exposure to blood, body fluid or potentially contaminated materials					
Exposure to needles or sharp instruments					
Use of hot equipment (i.e. ovens)					
Exposure to electrical current					
Seeing objects at a distance					
Seeing objects peripherally					
Seeing close work (i.e. typed print)					
Distinguishing colors					
Hearing conversations or sounds					
Hearing via radio or telephone					
Communicating through speech					
Communicating by writing and reading					
Distinguishing odors by smell					
Distinguishing tastes					
Exposure to wild/dangerous animals					
Exposure to insect bites or stings					
Work/travel in boat or small aircraft					
Exposure to aggressive/angry people					
Restraining/grappling with people					
Respiratory protection (negative pressure 1/2 face)					

POSITION: \_\_\_\_\_  
 UPDATED: \_\_\_\_\_

Activity	N/A	NE	O	F	C
Exposure to work in confined spaces					
Potential ergonomic caution areas (typical work activities that are foreseeable):					
Other:					

The preceding identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood-borne Pathogens Standards.

The following is a brief explanation of each rating given above:

- N/A - Not applicable or not required of the position.
- NE - Requirement is present but is not essential to the position.
- O - Occasional (up to 33% of the time) yet essential to the position. For example, a lifeguard swims only occasionally but it is essential that a lifeguard be able to swim.
- F - Frequent (34-66% of the time).
- C - Continuous (over 66% of the time).