



Position Description

Position Title:	Operations Clerk
Reports to:	Chief Financial Officer (CFO)
Classification:	Non-Exempt
Position Type:	Full-time, Union

Position Summary:

The Operations Clerk is responsible for receiving and processing member payments and assisting with the set-up of billing and cycle accounts to remit payments for United Electric Cooperative, Inc.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assist customers, both on the phone and in person.
2. Answer telephone, direct calls and take messages, dispatch information to service crews as needed.
3. Receive and process member payments through mail and the front counter.
4. Assist with accounting duties as required, including balancing and preparing daily bank deposits.
5. Issue and receive requests for connects/disconnects, meter exchanges, or changes in electric service.
6. Process payments through Remit Plus Scanner, extract data to CIS, and send electronic X9 files to the Cooperative's bank.
7. Cross train and learn aspects of the Consumer Records Clerk and Data Systems Operator positions.
8. Send out collections lists for review for Electric accounts.
9. Set-up and process ACH payments for Electric accounts.
10. Scan and file Cooperative documents into the NISC vault software program.
11. Activate billing and prepare for end-of-month bill calculations.
12. Transfer collections from NISC to TransWorld for Electric accounts.
13. Attend training and/or courses relating to area of work (overnight stays may be required).
14. Provide efficient, courteous service to members and the general public.
15. This position is safety-sensitive and the employee must learn and comply with all of the Cooperative's safety policies, procedures, rules and regulations, in addition to all other policies, procedures, rules and regulations related to the position of employment.
16. Perform all other duties as assigned by the CEO, CFO or designee.

Required Education and Experience:

1. Education: High school diploma
2. Experience: One to two years of customer service and billing experience.
3. Skills: Have or acquire an effective working knowledge of all office procedures, practices, and equipment; have or acquire a thorough knowledge of first aid and CPR; must have and maintain a valid driver's license.

Preferred Education and Experience:

1. Education: Associate's degree
2. Experience: Two or more years of customer service and billing experience.
3. Skills: Have or acquire an effective working knowledge of all office procedures, practices, and equipment; have or acquire a thorough knowledge of first aid and CPR; must have and maintain a valid driver's license.

Supervisory Responsibilities:

This position has no supervisory responsibility.

Physical Demands:

While performing the duties of this job, the employee is frequently required to stand, walk, kneel, crouch, and/or sit for prolonged periods of time; employee must be able to lift and carry up to 20 pounds.

Working Conditions:

This is a full-time position. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. This position will report to the Savannah office location but may be required to commute to the Maryville, Cameron, and/or Excelsior Springs locations on occasion throughout the work week. Days and hours of work are Monday through Friday, 8:00 am to 4:30 pm. This position may be required to work nights and weekends to support the Cooperative during events or emergencies.

Other Duties:

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time or without notice. This position description is not deemed an employment contract and does not waive the employment at-will doctrine governed by the state of Missouri.

Failure to fulfill the requirements of this position description, changes in economic conditions, changes in operational policies or procedures, and/or other conditions or reasons may result in the elimination of this position and/or employee termination.

Employee Signature

Date