

# DUCK RIVER ELECTRIC MEMBERSHIP CORPORATION

Shelbyville, Tennessee

Position Description

Member Service Representative (MSR) Trainee to  
Member Service Representative

## I. OBJECTIVES AND RESPONSIBILITIES

The position of Member Service Representative (MSR) was created to help achieve the aim for which the Cooperative was organized, that is,

To make electric energy available to all members at the lowest cost consistent with sound economy and good management by providing for specific operational duties and responsibilities to be delegated to competent, well-trained persons whose knowledge of and ability in this position will contribute to the attainment of the basic aim of the Cooperative.

These positions form a regular progression of training and experience, each step being accumulative of all previous steps. All activities related to these positions relate to one specific objective:

The provision of office and supporting services necessary for the processing and handling of money, district accounting activities, and providing service for the benefit of the consumer-member.

### A. MSR Trainee Step I (0-6 Months)

MSR Trainee Step I will begin the process of acquiring a working knowledge of all duties and responsibilities of an MSR as it relates to customer service and office related processes. This step will focus on becoming proficient at a specific set of duties and responsibilities. Duties and responsibilities to become proficient for this step shall include the following:

1. Accepts payments for electric bills, issues receipts for same, and balances cash drawer.
2. Gains understanding of DREMC billing system and develops the knowledge to explain bills to consumer-members.
3. Serves as receptionist, directing visitors to employees with whom business is to be transacted, answering basic inquiries and complaints about bills, policies and procedures.

4. Answers phones in a polite and professional manner.
5. Posts payments received by the night drop, mail, and banks by using the billing system and produces a daily cash sheet.
6. Makes billing arrangements for consumer-members who need additional time to pay bills by using the arrangement system.

MSR Trainee shall perform other such duties and activities as may be required or assigned.

#### Training

The MSR Trainee I must have successfully completed the *SEDC Medallion Course: Ladies and Gentlemen, Start Your UPN – UPN Fundamentals* or equivalent.

#### Training Period and Progression

The MSR Trainee shall remain in the Step I classification for a period of six (6) months, normally. At the end of the six (6) month period, a decision will be made by their immediate supervisor, normally the District Office Supervisor, and the District Manager as to whether the MSR Trainee's progress merits recommendation for advancement to the next training step of MSR Trainee Step II.

If the MSR Trainee cannot be advanced, and there are indications that further training in Step I will lead to advancement, their immediate supervisor and the District Manager may elect to continue training in that position for an agreed upon additional period, at the end of which time a final determination must be made.

If the MSR Trainee cannot be advanced to the next step, he/she may be given an opportunity to fill another position for which he/she is judged equally as well qualified as other available personnel or applicants, provided such a vacancy exists within the Cooperative's approved organization. Transfer to such a position shall be at the training or beginning rate of pay established for the new assignment, unless the MSR Trainee's qualifications and experience qualify him/her for consideration at the regular rate of pay. If the MSR Trainee cannot be advanced to the next step of the MSR training program, and no vacancy exists for which the MSR Trainee is qualified, his/her employment will be terminated.

#### B. MSR Trainee Step II (6-12 Months)

Having demonstrated the abilities to work effectively on the job assignments of the previous step, the MSR Trainee Step II receives progressively more challenging assignments toward achieving the skills and knowledge necessary for an MSR. He/she shall be expected to continue to perform and be proficient in Step I duties

as required and shall become proficient in the additional responsibilities including the following:

1. Possesses typing and 10-Key calculator skills necessary to perform office duties.
2. Achieves understanding of outage procedures by taking outage calls, recording outage information in the outage management software, and notifying the appropriate personnel.
3. Efficiently follows procedures to set up electric service including accepting applications, creating service orders, and completing other tasks associated with setting up a membership.
4. Demonstrates ability to calculate residential deposits as per DREMC policy and to perform credit checks as needed.
5. Demonstrates ability to understand and follow procedures associated with pre-paid electric accounts.

MSR Trainee shall perform other such duties and activities as may be required or assigned.

#### Training

The MSR Trainee II must have successfully completed the *TVPPA Certificate of Customer Service Program: The ABC's of Electrical Systems* and the *SEDC Medallion Course: Let's Make it Ring – Cash Register Fundamentals* or equivalents.

#### Training Period and Progression

The MSR Trainee shall remain in the Step II classification for a period of six (6) months, normally. At the end of the six (6) month period, a decision will be made by their immediate supervisor, normally the District Office Supervisor, and the District Manager as to whether the MSR Trainee's progress merits recommendation for advancement to the next training step of MSR Trainee Step III.

If the MSR Trainee cannot be advanced, and there are indications that further training in Step II will lead to advancement, their immediate supervisor and the District Manager may elect to continue training in that position for an agreed upon additional period, at the end of which time a final determination must be made.

If the MSR Trainee cannot be advanced to the next step, he/she may be given an opportunity to fill another position for which he/she is judged equally as well qualified as other available personnel or applicants, provided such a vacancy exists within the Cooperative's approved organization. Transfer to such a position shall be at the training or beginning rate of pay established for the new assignment, unless the MSR Trainee's qualifications and experience qualify him/her for consideration

at the regular rate of pay. If the MSR Trainee cannot be advanced to the next step of the MSR training program, and no vacancy exists for which the MSR Trainee is qualified, his/her employment will be terminated.

### C. MSR Trainee Step III (12-18 Months)

Having demonstrated the abilities to work effectively on the job assignments of the previous steps, the MSR Trainee Step III receives progressively more challenging assignments toward achieving the skills and knowledge necessary for an MSR. He/she shall be expected to continue to perform and be proficient in all the previous steps' duties as required and shall become proficient in the additional responsibilities including the following:

1. Gains knowledge to create basic service orders such as connect, disconnect, reconnect, and other various types of miscellaneous service orders.
2. Routes appropriate service orders to mobile service order software.
3. Produces Red Flag reports for recordable incidents and submits to appropriate personnel.
4. Generates Daily Cash Receipt Voucher to balance office cash flow for reporting to Accounting.
5. Demonstrates basic rate knowledge to identify and explain residential and small commercial accounts.
6. Uses AMI software to remotely obtain readings, connect/disconnect meters and check status of meter.

MSR Trainee shall perform other such duties and activities as may be required or assigned.

#### Training

The MSR Trainee III must have successfully completed the *TVPPA Certificate of Customer Service Program: Communicating Effectively with Utility Customers* and the *SEDC Medallion Course: Ready...Set...Post! – Payment Posting* or equivalents.

#### Training Period and Progression

The MSR Trainee shall remain in the Step III classification for a period of six (6) months, normally. At the end of the six (6) month period, a decision will be made by their immediate supervisor, normally the District Office Supervisor, and the District Manager as to whether the MSR Trainee's progress merits recommendation for advancement to the next training step of MSR Trainee Step IV.

If the MSR Trainee cannot be advanced, and there are indications that further training in Step III will lead to advancement, their immediate supervisor and the District Manager may elect to continue training in that position for an agreed upon additional period, at the end of which time a final determination must be made.

If the MSR Trainee cannot be advanced to the next step, he/she may be given an opportunity to fill another position for which he/she is judged equally as well qualified as other available personnel or applicants, provided such a vacancy exists within the Cooperative's approved organization. Transfer to such a position shall be at the training or beginning rate of pay established for the new assignment, unless the MSR Trainee's qualifications and experience qualify him/her for consideration at the regular rate of pay. If the MSR Trainee cannot be advanced to the next step of the MSR training program, and no vacancy exists for which the MSR Trainee is qualified, his/her employment will be terminated.

D. MSR Trainee Step IV (18-24 Months)

Having demonstrated the abilities to work effectively on the job assignments of the previous steps, the MSR Trainee Step IV receives progressively more challenging assignments toward achieving the skills and knowledge necessary for an MSR. He/she shall be expected to continue to perform and be proficient in all the previous steps' duties as required and shall become proficient in the additional responsibilities including the following:

1. Gains knowledge to explain and implement payment programs such as bank draft, credit card draft, budget billing, and levelized billing.
2. Obtains necessary tax exemption forms and properly codes tax exempt accounts for farmers, sales tax, etc.
3. Reviews and investigates payment transactions by understanding batch numbers and transactions numbers.
4. Processes voucher payments from charitable organizations for members needing bill payment assistance.
5. Refunds deposits for good pay history.

MSR Trainee shall perform other such duties and activities as may be required or assigned.

Training

The MSR Trainee IV must have successfully completed the *TVPPA Certificate of Customer Service Program: Selling Utility Services* and the *SEDC Medallion Course: So You Want Options! – Prepay Metering* or equivalents.

### Training Period and Progression

The MSR Trainee shall remain in the Step IV classification for a period of six (6) months, normally. At the end of the six (6) month period, a decision will be made by their immediate supervisor, normally the District Office Supervisor, and the District Manager as to whether the MSR Trainee's progress merits recommendation for advancement to the next training step of MSR Trainee Step V.

If the MSR Trainee cannot be advanced, and there are indications that further training in Step IV will lead to advancement, their immediate supervisor and the District Manager may elect to continue training in that position for an agreed upon additional period, at the end of which time a final determination must be made.

If the MSR Trainee cannot be advanced to the next step, he/she may be given an opportunity to fill another position for which he/she is judged equally as well qualified as other available personnel or applicants, provided such a vacancy exists within the Cooperative's approved organization. Transfer to such a position shall be at the training or beginning rate of pay established for the new assignment, unless the MSR Trainee's qualifications and experience qualify him/her for consideration at the regular rate of pay. If the MSR Trainee cannot be advanced to the next step of the MSR training program, and no vacancy exists for which the MSR Trainee is qualified, his/her employment will be terminated.

#### E. MSR Trainee Step V (24-30 Months)

Having demonstrated the abilities to work effectively on the job assignments of the previous steps, the MSR Trainee Step V receives progressively more challenging assignments toward achieving the skills and knowledge necessary for an MSR. He/she shall be expected to continue to perform and be proficient in all the previous steps' duties as required and shall become proficient in the additional responsibilities including the following:

1. Gains knowledge of Member Services programs being offered in order to supply information and resources to members.
2. Obtains knowledgeable navigation of DREMC website and mobile app with ability to inform member of tools available to the Consumer-Members.
3. Executes and notarizes ROW easements for members as needed for construction of electric lines.
4. Communicates with field personnel by way of radio and has completed mayday training.

MSR Trainee shall perform other such duties and activities as may be required or assigned.

### Training

The MSR Trainee V must have successfully completed the *TVPPA Certificate of Customer Service Program: Creating Desirable Outcomes for Your Utility* and the *SEDC Medallion Course: Order Up! – Service Orders* or equivalents.

### Training Period and Progression

The MSR Trainee shall remain in the Step V classification for a period of six (6) months, normally. At the end of the six (6) month period, a decision will be made by their immediate supervisor, normally the District Office Supervisor, and the District Manager as to whether the MSR Trainee's progress merits recommendation for advancement to the next training step of MSR Trainee Step VI.

If the MSR Trainee cannot be advanced, and there are indications that further training in Step V will lead to advancement, their immediate supervisor and the District Manager may elect to continue training in that position for an agreed upon additional period, at the end of which time a final determination must be made.

If the MSR Trainee cannot be advanced to the next step, he/she may be given an opportunity to fill another position for which he/she is judged equally as well qualified as other available personnel or applicants, provided such a vacancy exists within the Cooperative's approved organization. Transfer to such a position shall be at the training or beginning rate of pay established for the new assignment, unless the MSR Trainee's qualifications and experience qualify him/her for consideration at the regular rate of pay. If the MSR Trainee cannot be advanced to the next step of the MSR training program, and no vacancy exists for which the MSR Trainee is qualified, his/her employment will be terminated.

### F. MSR Trainee Step VI (30-36 Months)

Having demonstrated the abilities to work effectively on the job assignments of the previous steps, the MSR Trainee Step VI receives progressively more challenging assignments toward achieving the skills and knowledge necessary for an MSR. He/she shall be expected to continue to perform and be proficient in all the previous steps' duties as required and shall become proficient in the additional responsibilities including the following:

1. Processes returned payments to be collected and assist in recovering the owed funds.
2. Processes service orders for completion and verifies the accuracy of information.
3. Calculates and processes adjustments due to errors affecting billing.

4. Acquires knowledge of security light placement and completes necessary forms and contracts associated with security lights.
5. Closes memberships that have been disconnected by refunding or applying membership fees and deposits to produce final bills.

MSR Trainee shall perform other such duties and activities as may be required or assigned.

#### Training

The MSR Trainee VI must have successfully completed the *SEDC Medallion Course: Pay Up or Lights Out! – Collections System Management* or equivalent.

#### Training Period and Progression

The MSR Trainee shall remain in the Step VI classification for a period of six (6) months, normally. At the end of the six (6) month period, a decision will be made by their immediate supervisor, normally the District Office Supervisor, and the District Manager as to whether the MSR Trainee's progress merits recommendation for advancement to the next step of MSR.

If the MSR Trainee cannot be advanced, and there are indications that further training in Step VI will lead to advancement, their immediate supervisor and the District Manager may elect to continue training in that position for an agreed upon additional period, at the end of which time a final determination must be made.

If the MSR Trainee cannot be advanced to the next step, he/she may be given an opportunity to fill another position for which he/she is judged equally as well qualified as other available personnel or applicants, provided such a vacancy exists within the Cooperative's approved organization. Transfer to such a position shall be at the training or beginning rate of pay established for the new assignment, unless the MSR Trainee's qualifications and experience qualify him/her for consideration at the regular rate of pay. If the MSR Trainee cannot be advanced to the next step of the MSR training program, and no vacancy exists for which the MSR Trainee is qualified, his/her employment will be terminated.

### G. MSR

This position is the culmination of an extended training period planned to develop a competent member service representative who can provide the needed service for processing and handling of money, district accounting activities, and providing service for the benefit of the consumer-member. The MSR is qualified to perform all aspects of member service without supervision. His/Her judgment and knowledge in the operation of the day to day office transactions and the handling of work and personnel (when assigned) shall be developed to the extent all work can be performed efficiently and safely. He/She shall have a reasonable knowledge

and experience in human relations with the general public and the Cooperative's consumer-members. In addition to the work responsibilities of previous subordinate grades now handled without supervision, he/she shall have increasing responsibilities including the following:

1. Works with Accounting to process member billing cycles, reviews pre-bill edit reports, and makes any adjustments or corrections needed prior to billing.
2. Runs collection and broken arrangement reports and assists in making special member arrangements.
3. Assists in collecting member information for commercial accounts regarding service entrance size and assists in setting deposit amounts and securing types of deposits available to member.
4. Utilizes the accounting software to create new service locations along with reviewing, editing, and retiring existing service locations.
5. Collects fees for state electrical permits, issues receipts and types report to Tennessee Department of Commerce and Insurance listing permits issued, and remitting fees collected.
6. Utilizes mapping and job management software for member service functions such as outage restoration and security light placement and to also assist Field Engineers with the work order process.
7. Utilizes advanced functions and processes associated with service orders, AMI, rates, and accounting software.
8. Assists in producing, reviewing and completing a variety of reports associated with office operations.
9. Performing other such duties or work requested or assigned.

#### Training

The MSR shall participate in ongoing training including additional TVPPA Classes and SEDC Medallion Certificates.

## II. RELATIONSHIPS

- A. Reports to: District Office Supervisor or other designated immediate supervisor - Keeping him/her informed concerning work in progress and consulting with him/her concerning problems which hinder efficient completion of duties and responsibilities of the position.

## B. Internal

1. District Manager, District Operations Supervisor, and Area Manager - Regarding all service and/or accounting matters of mutual interest on district level.
2. Accounting Department - Regarding member's accounts, records, billing adjustments and other matters of mutual concern.
3. Collector-Service Aide - Regarding collections, meter orders and services requested by consumer-members.
4. Linemen/Servicemen - Regarding outages, construction concerns, and services requested by consumer-members.
5. Member Services Department - Relaying requests for information and other advisory services.
6. District Office Supervisors and MSRs -Regarding members transferring service from other districts and providing service for members with other home offices.
7. Other Employees - Cooperating with and maintaining pleasant working relationships and to improve morale; to exchange ideas, information and job experiences that will benefit the organization and insure continued progress of the Cooperative.

## C. External

1. Consumer-Members - Explaining the Cooperative's plans, procedures, service programs and objectives as necessary; to provide efficient and courteous service, resulting in good member relations.
2. Deputy State Electrical Inspector - Regarding issuance of wiring permits and scheduled or completed wiring inspections.
3. Bank Personnel - Making bank deposits as required.
4. Contractors, Salesmen and Visitors - Directing to proper employees upon their visit to the office and answering inquiries as necessary.
5. General Public - Maintaining friendly, cooperative relationships with the general public in performance of these responsibilities; seeking every opportunity to develop understanding and acceptance of the Cooperative's plans, programs and objectives.

### III. AUTHORITIES AND ACCOUNTABILITIES

The MSR shall have full authority to carry out the duties and responsibilities of this position in conformity with established policies and procedures and shall have full accountability for programs and activities within the scope of this position.

The MSR is accountable to the District Office Supervisor or immediate supervisor for the efficient performance of these responsibilities and is encouraged to use initiative and judgement in making decisions, remembering that the Cooperative's best interests can be affected by his/her actions. Suggestions for improvement of operations and efficiency are encouraged.

The MSR shall secure approval of the District Office Supervisor or immediate supervisor in making decisions when policies are not clear and require interpretation.

### IV. POSTION SPECIFICATIONS

#### A. Physical

Must possess coordination or manual dexterity and visual acuity, as well as the ability to constantly listen and communicate orally, stand, and walk; constantly sit, bend, stoop, squat, lift and push and/or pull, reach above shoulder level, and twist; to balance, kneel, crouch and frequently will lift and carry up to 25 to 30 pounds.

1. Constantly uses coordination and manual dexterity while accepting payments, issuing receipts, posting, balancing, typing, performing data entry, summarizing reports, and preparing daily cash collected reports.
2. Constantly listens, communicates orally and uses visual acuity to perform duties of position.
3. Constantly sits, stands and walks, to complete each task.
4. Frequently bends, stoops, and squats to gather supplies, night deposit, and file documents.
5. Frequently pulls to open and pushes to close file cabinets.
6. Frequently lifts and carries up to 25 to 30 pounds, which may consist of copy paper, stacks of supplies, and cash drawers.

#### B. Mental

1. Position works with both concrete and abstract information and can be expected to assimilate and communicate that information in understandable ways to others.
2. Employee often experiences intense pressure in dealing with irate consumer-members.
3. Employee often experiences intense pressure in dealing with people, in meeting job deadlines, or in handling unexpected job assignments.
4. Employee often works with groups of people with diverse viewpoints and must be persuasive in presenting information.

C. Education, Knowledge, Skills, and Abilities Required

1. High school diploma and 1 year of related experience.
2. Good verbal communication skills
3. Keyboard skills
4. Ability to effectively handle members in a respectful and pleasant manner

FLSA Code: Non-Exempt

Approved: 6/21/2018

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

DREMC reserves the right to revise or change the job description as the need arises. This job description does not constitute a written or implied contract of employment.