

RECEPTIONIST
(Non-Exempt)

Menard Electric Cooperative
Petersburg, Illinois

POSITION FUNCTION

Receive and direct all incoming phone calls. Greet and assist members and visitors at the front desk in a pleasant and professional manner. Accept and apply payment for Cooperative services to the proper account(s) in the Customer Information System (CIS).

DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

- (a) Answer incoming calls in a prompt, courteous and efficient manner, making sure accurate information is provided, or the caller is referred to the proper individual, realizing that a professional image created in handling calls is required and ensuring that messages are distributed/relayed in a timely manner
- (b) Provide customer service through direct contact to ensure customer satisfaction and on-going communication. Includes listening and responding courteously to members' comments and complaints and effectively resolving any problems within the scope of this position and referring specific problems and inquiries to appropriate cooperative personnel
- (c) Maintain the Visitors Log
- (d) Post payments from night drop box and any payments received from walk-ins into CIS to the proper account
- (e) Balance cash drawer daily
- (f) Maintain member bank draft information in CIS
- (g) Enter outage calls into the Outage Management System (OMS) and back up Dispatcher to dispatch outage calls to the Area Serviceman or line workers
- (h) Scan documents into CIS
- (i) Assist and back up the Dispatcher when needed
- (j) Assist and back up the Accounts Payable Clerk with scanning and processing all Accounts Receivable payments when needed
- (k) Back up the Billing Operator to prepare the daily deposit for bank

POSITION SPECIFICATIONS

(a) Education:

Minimum – High School Diploma or GED with basic computer skills in Microsoft Office Suite (Outlook, Word and Excel) and Adobe Acrobat, plus one years' experience in customer service

Preferred – High School Diploma with intermediate computer skills and basic knowledge of Microsoft Office Suite (Outlook, Word and Excel) and Adobe Acrobat, plus two years' experience in customer service.

(b) Abilities and Skills

Must be skilled in the use of a personal computer and small business machines. Experience with Microsoft Office Suite (Access, Outlook, Excel and Word) and Adobe Acrobat preferred. Must be skilled in dealing with and communicating verbally with people both within and outside the organization. Attention to detail and a high level of accuracy is required. Must be able to prioritize work load, multi task, and research for solutions to work issues.

(c) Working Conditions

Inside position with climate-controlled conditions. Normally work 40 hours a week but some overtime may be required.

(d) Physical Requirements

Must be able to remain in a stationary position 80% of the time. The person in this position needs to occasionally bend, stoop and move about inside the office to access file cabinets, office machinery and communicate with other cooperative personnel. Requires repetitive motion with hands and fingers for data entry through keyboard and adding machine. Occasional light lifting to 20 pounds. Must be able to read, write and do arithmetic. Employee will be required to work in a deadline driven environment.

(e) Travel

Five percent (5%) of time spent on domestic travel for conferences and continuing education.

SUPERVISOR

(a) Reports to Director of Member Services

Date: 8/2021