

ORDOVA ELECTRIC COOPERATIVE, INC

POSITION GUIDE

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE II

DEPARTMENT: ADMINISTRATION AND FINANCE

I. OBJECTIVE

This is a nonexempt position under the direct supervision of the Manager of Administration and Finance. The incumbent is directly responsible for providing and completing accurate and complete accounting records that will conform to an approved system of accounts.

II. ESSENTIAL FUNCTIONS

- A. Ensure all invoices, purchase orders, and receiving reports are complete with the proper signatures and accounts.
- B. Complete miscellaneous accounts receivable for all work performed and materials purchased not billable through regular member utility accounts on a monthly basis. Prepare a monthly summary of miscellaneous accounts receivable and balance to the general ledger.
- C. Prepare back up reports for the annual budget and audit process.
- D. Code time cards accordingly for completeness, proper accounting, approval by department head, rates and eligibility for annual leave.
- E. Prepare manual checks for payroll fund reimbursement.
- F. Prepare all accounting reports that are required to be sent to the IBEW LU 1547.
- G. Prepare quarterly reports for FWT, FICA, ESC, and FUTA and year-end W-2's for each employee.
- H. Enter invoices into the computer for processing on a timely basis.
- I. Reconcile general ledger balance to physical inventory and reconcile petty cash.
- J. Prepare all reports and payments to pension funds.
- K. Prepare journal entries for monthly adjustments to the general ledger.
- L. Promotes good relations in Customer Service department in order to develop increased understanding and acceptance of cooperative policies and work rules.
- M. Ensures that prompt and courteous service and adequate information is provided to consumers and/or vendors, utilizing every opportunity to explain the Cooperative's views, objectives and policies.
- N. Maintain Material Inventory and Continuing Property Records and work with Manager of Administration and Finance to close work orders on a timely basis.
- O. Perform other activities as assigned by Manager of Administration & Finance.

III. RESPONSIBILITIES

- A. Complete all accounts payable and payroll functions for the Cooperative.
- B. Maintain work order register on computer including labor, overhead, material and any other miscellaneous cost associated with the work order. Insure that the daily register is in balance with the general ledger.
- C. Maintain the electric Cooperative perpetual inventory. Record the receipts, insurance and average prices of inventoried parts, materials and supplies. Reconcile inventory monthly to General Ledger
- D. Maintain annual leave records.
- E. Maintain the workman compensation records and the OSHA 200 form.
- F. Maintain a monthly accounts payable list.
- G. Maintain a computerized cash disbursement ledger.
- H. Monitor inventory of general office forms and order replacements as needed.
- I. Maintain fuel purchase listing and prepare checks for fuel remittance.
- J. Cross-train with person in accounts receivable position to provide back-up for answering phones and other front desk duties.
- K. Maintain strict confidentiality regarding payroll records and accounting.

IV. PHYSICAL AND EMOTIONAL DEMANDS:

The Cooperative is located in Cordova, Alaska. Cordova is an isolated, remote town, inaccessible by road, and subject to extreme climatic conditions. Air travel by fixed-wing aircraft is the primary means of transportation to and from Cordova, and frequently such transportation is unavailable due to weather. Cordova is also part of the Alaska Marine Highway System with ferry service to and from Alaska's mainland. Cordova itself contains terrain that may be difficult for some persons to navigate, especially in winter. Due to the remote location and extreme weather, candidates must be prepared for global change of living and working in this location. Significant physical and emotional stamina is necessary.

PHYSICAL DEMANDS: Involves heavy work - requires exerting 50 to 100 pounds of force frequently, and/or 10 to 50 pounds of force constantly to move object. Lifting 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds.

Requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, handling, fingering, feeling, talking, hearing and seeing.

Physical Requirements	Frequency	Description/Activity
Sit	Sit from 6 to 7 hours	Position duties
Stand	Stand in one place for brief periods of time	Filing

Walk	Up to 2 to 4 hours a day	Move around office, pick up mail at the Post Office, take deposits to the bank
Bend	Occasional	Filing, moving boxes
Squat	Occasional	Filing
Climb	Occasional	Get items from shelves
Kneel	Occasional	Filing
Push	Occasional	Moving office furniture
Pull	Occasional	Up to 100 pounds for short distance to move office equipment

LANGUAGE SKILLS: Must have developed language skills to the point to be able to:

- Read newspapers, periodicals, journals, and manuals in English.
- Courteously, consistently, and accurately communicate with customers and fellow employees and supervisors.
- Complete time cards, reports, data tickets, logs, or similar paperwork following prescribed formats as explained by supervisors.

RELATIONSHIPS TO:

- DATA: Reporting and/or carrying out a prescribed action in relation to information is frequently involved.
- PEOPLE: Speaking-Signaling: Talking with and/or signaling people to convey or exchange information in fluent English.
- THINGS: Precision Working: Exercising good judgment, selects, uses, and adjusts body members, tools, or work aids to work, move, guide or place objects or materials.

The incumbent must be able to respond to emergency situations. Daily involvement with the consumers can create stressful situations and these situations must be handled with a high degree of professional skill.

Must be able to work long hours in stressful conditions when restoring power during storms or other outages.

V. MINIMUM QUALIFICATIONS AND SPECIAL REQUIREMENTS:

Qualified candidates must be a high school graduate and have special training/knowledge as it relates to the position in the areas of accounting. Preference will be given to those candidates with one or more year(s) experience in payroll and bookkeeping with a utility in the past three years.

The incumbent must be able to do the following:

- Learn and comply with CEC policies, practices and procedures.

Customer Service Representative II
Position Guide

- Have the knowledge of current federal, state, and local laws as they relate to this position.
- Work independently, meet deadlines and make decisions.
- Perform basic typing and possess touch proficiency on a ten-key calculator.
- Use word processing software/computer data entry: Microsoft Office.
- Operate office machines and personal computer.
- Communicate in English orally and in writing accurately, effectively, and professionally with Board, employees and public.
- Have a valid Alaska driver's license; drive a company vehicle.
- Have valid CPR and first aid cards and be able to perform when needed.
- Have full use of hands, sit stand, lift, walk, climb stairs, hear, see talk and understand.
- Travel outside Cordova in performance of work/training responsibility when required
- Work in a smoke free office environment.

All CEC hourly employees are expected to work varying amounts of unscheduled overtime during power restoration activities or scheduled overtime required to accomplish special projects. Such overtime could range from working a normal 8-hour workday to 24 to 36 hours of continuous work during storm outages. Employees will be compensated at appropriate rates for such time worked as specified in the Collective Bargaining Agreement.

The above items are not intended to be all inclusive of essential functions or requirements of this type of work as they are subject to change based on operating necessity of the utility.

CEC reserves the right to revise or change position duties and responsibilities. This position description does not constitute a written or implied contract of employment.

I have read and understand this position guide

Customer Service Representative II

Date

Manager of Administration and Finance

Date

position\Customer Service Rep II

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