

CORDOVA ELECTRIC COOPERATIVE, INC.

POSITION DESCRIPTION

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE I
DEPARTMENT: FINANCE

Last Reviewed: June 2025
Classification: FLSA Non-Exempt Hourly
Reports To: Chief Financial Officer
Supervisory Responsibilities: None
Pay Grade or Range: Starts at \$23.07/hr
Position Type: Full-Time
Schedule/Hours: 8-hour 5-day weekly work schedule
Scheduled and unscheduled overtime required as needed

This position works in the front office for Cordova Electric Cooperative (CEC) interfacing with customers and employees. Under the supervision of the Chief Financial Officer, or other management designated by the CEO, the incumbent is directly responsible for billing, cashing, customer service, and metering functions. Incumbent must also abide by the Cooperative Bylaws, tariff, and policies related to billing, cash receipts, deposits, memberships, and other consumer relations.

I. ESSENTIAL FUNCTIONS

- A. Process monthly billing, including meter read entry, and review for metering and bill calculation accuracy.
- B. Monitor customer accounts and process and review for accuracy all billing and metering related adjustments.
- C. Maintain and update member, account, meter, and transformer records of all pertinent information, following CEC Bylaws, Tariff, and procedures.
- D. Respond to customer inquiries regarding CEC services, rates, rules, and regulations.
- E. Receive cooperative payments, reconcile deposits and cash receipts, and prepare and deliver daily bank deposits.
- F. Monitor CEC bank accounts for electronic payments and facilitate payments with customers.
- G. Administer State of Alaska utility programs such as Energy/Heating assistance and the Power Cost Equalization program.
- H. Process and complete customer service requests such as new services, new memberships, connects, disconnects, trouble tickets.
- I. Prepare and complete capital credit retirements.
- J. Complete account reconciliations, journal entries, and internal reporting as required.
- K. Help plan and coordinate cooperative events such as the annual meeting and customer appreciation events.
- L. Utilize office software and workflow systems, and maintain systems pertinent to the functions of this position.
- M. Cross-train to provide back-up payroll and accounts payable duties.
- N. Perform other activities as assigned.

Employee must be able to perform the essential functions of the position satisfactorily. If requested, reasonable accommodations may be made to enable an employee with a disability to perform the essential functions of the job, absent undue hardship.

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.

II. QUALIFICATIONS

Qualified candidates for this position will have the relevant education and experience necessary to perform the essential functions and meet the minimum performance expectations for this position.

Required Qualifications/Experience:

- A. A High School Diploma or GED.
- B. A valid State of Alaska driver's license.
- C. Prior accounting or office experience and/or equivalent combination of education.

Preferred Qualifications/Experience:

- A. Prior utility or electric utility experience.
- B. Associate's or Bachelor's Degree.

Required Knowledge, Skills, and Abilities:

- A. Knowledge and application of basic accounting principles.
- B. Develop knowledge of CEC Tariff and Policies.
- C. Maintain high level of professionalism, including confidentiality of personnel, financial, and pertinent cooperative information.
- D. Proficiency in Microsoft suite products and cooperative financial software.
- E. Work independently with minimal supervision.
- F. Work with others to support CEC operations.
- G. Organize work and meet deadlines.
- H. Occasional overtime and travel.

The requirements listed in this job description are not intended to be all-inclusive, as the employee will also be required to perform other business-related duties as assigned by the immediate supervisor and other management personnel.

III. ADDITIONAL DUTIES & RESPONSIBILITIES

- A. Complete all billing and customer service functions for the cooperative and maintain all member and meter records as required by CEC Bylaws and policies.
- B. Work cooperatively and courteously with fellow employees, supervisors, industry partners, and the general public.
- C. Be able and willing to work irregular hours or long continuous periods of time to meet the needs of the Cooperative when they arise including callout duties for outage response.
- D. Must follow all Cooperative policies and procedures.
- E. Must follow all OSHA and other applicable safety standards.
- F. Must abide by Collective Bargaining Agreement.
- G. Perform the duties of this position in a safe and efficient manner.
- H. Accept responsibility for the accuracy of the work completed.

IV. PHYSICAL AND OTHER DEMANDS

Cordova is an isolated, remote town, inaccessible by road, and subject to extreme weather. Candidates must be prepared for living and working in this location.

Physical Demands:

<u>Physical Requirements</u>	<u>Frequency</u>	<u>Description/Activity</u>
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	Load and unload material
Squat	Occasional	Filing
Climb	Occasional	Ladders to access shelves in storage
Kneel	Occasional	Filing
Reach	Occasional	Filing
Push	Occasional	Moving office furniture
Pull	Occasional	Up to 100 pounds for short distance office tasks
Lift/Carry	Occasional	50 to 100 pounds. Mail, boxes, files

V. SIGNATURES

CEC reserves the right to revise or change position duties and responsibilities with or without notice. This position description does not constitute a written or implied contract of employment.

I have read and understand this position description:

Employee

Date

CEO

Date