

Great Lakes Energy - Job Description
Member Support / Marketing Representative

Department: Member Service
Reports To: Supervisor, Member Support Center

Last Updated: 03/07/16

Classifications:

<input type="checkbox"/> Non-Bargaining Unit	<input type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input checked="" type="checkbox"/> Bargaining Unit	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

Supervises: n/a

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner and in accordance with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.

Position Summary:

Support efficient and complete Customer Information System (CIS) back office member service functions and broad areas of member service as necessary. Support marketing department as needed.

Experience/Education:

- High school diploma or equivalence certificate in addition to proficiency in the customer service and marketing functions, typically attained through one or more year of experience, or equivalent experience/education.
- Competent with Microsoft Office: Excel, Word, Outlook.
- Competent with general office equipment.

Essential Duties/Responsibilities:

- Respond to member inquiries and initiate actions on the phone, through on-line networks, by mail and with walk-in members.
- Scan various weekly reports pertaining to member accounts to verify accuracy of information for billing purposes and CIS integrity.
- Prepare daily cash sheet and bank deposits, run end of day reports.
- Troubleshoot pre-bill reports including demand and designated large power accounts and adjust accounts as required.
- Complete bill calculation process for all cycles.
- Communicate information and directives to field crews as necessary.
- Complete orders and maintain records for various marketing products and services, Automated Meter Read equipment, and Energy Optimization (EO) Rebate Program.
- Market products and programs to members as appropriate.
- Troubleshoot and resolve member issues related to marketing programs, including rate and billing questions; analyze member accounts to determine and perform adjustments.

- Generate service orders for load management programs and follow-up with field crews to ensure timely completion.
- Ensure distribution of marketing program equipment to members, service centers and contractors.
- Attend home shows, energy forums and member luncheons as needed.
- Support dispatch department as necessary by fielding power outage and quality calls during periods of widespread activity.
- Facilitate the remote disconnect unit (RDU) process.
- Ensure accessible member records through process of document imaging.
- Review budget accounts, make adjustments and send member notification for each billing cycle.
- Provide members with Energy Optimization program and product information.

Significant Duties/Responsibilities:

- Support Call Center function by processing and resolving member calls as necessary.

Required Skills:

- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Speaking: talking to others to convey information effectively.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing: communicating effectively in writing as appropriate for the needs of the audience.
- Reading Comprehension: understanding written sentences and paragraphs in work related documents.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Coordination: adjusting actions in relation to others' actions
- Service Orientation: actively looking for ways to help people.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management: managing one's own time.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Quality Control Analysis: conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Persuasion: persuading others to change their minds or behavior.
- Mathematics: Using mathematics to solve problems.

Attributes:

- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression: able to communicate information and ideas in speaking so others will understand.
- Speech Clarity: able to speak clearly so others can understand.

- Speech Recognition: able to identify and understand the speech of another person.
- Written Comprehension: able to read and understand information and ideas presented in writing.
- Written Expression: able to communicate information and ideas in writing so others will understand.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Auditory Attention: able to focus on a single source of sound in the presence of other distracting sounds.
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted
- Problem Sensitivity: Able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Reaction Time: able to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- Wrist-Finger Speed: able to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Number Facility: able to add, subtract, multiply, or divide quickly and correctly.
- Mathematical Reasoning: able to choose the right mathematical methods or formulas to solve a problem.

Additional Preferences:

- Instructing: teaching others how to do something.
- Previously worked in an office environment.
- Competent with CIS.

Problem Solving and Freedom to Act

Problems are difficult. Methods and procedures are defined. Judgment is required to apply them to the work. Work may be varied but tasks are directly related.

Working Relationships/Contacts:

Requires contacts for the purpose of Exchanging information that may be of a technical nature and requires interpretation as well as clarification. Contacts may also be for the purpose of communicating plans and coordinating activities.

Internal: Peers, management

External: Members, general public, contractors, local government agencies, community organizations, state government agencies, banking institutions