

South Kentucky RECC is currently accepting resumes for the position of:  
**Service Center Representative – Grade 6, Non-Exempt**  
For the McCreary County Office

SPECIFICATIONS

**Job Title:** Service Center Representative – McCreary County  
**Department:** McCreary County District Office  
**Reports to:** McCreary County District Office Supervisor  
**Supervises:** None

**EDUCATION/EXPERIENCE:** High school diploma or equivalent with accounting classes plus 3-4 years customer service experience; or Associate Degree in related field with 1-2 years of customer service experience. Cooperative customer service experience preferred.

**JOB KNOWLEDGE:** Position will provide multi-faceted customer service support to include creating, coordinating and processing service orders; responding to information requests and payment assistance to and on behalf of members both in person and on the phone. Must have a working knowledge of general office procedures, and must be proficient with use of computers and other office equipment. Must be able to use Microsoft Word, Excel and Outlook. General accounting classes or accounting experience is required. Appropriate communications with customers and other personnel that will promote positive images of self and the Cooperative. Ability to maintain confidentiality is essential. Must have average or above organizational skills. Provide fast, efficient and friendly service. Must be a good team member by being courteous and conscientious in assisting and working with co-workers, groups, and other personnel. Should have the ability to work accurately with numbers and possess average or above math skills.

**RESPONSIBILITIES AND DUTIES:** Greet and assist members by answering questions, providing information, and directing them to the proper areas as needed. Assist members with all questions including billing questions, high bill complaints, payment arrangements and member services programs. Establish and process all types of Service Orders including New Connects, Disconnects, Staking, Misc., etc. and provide the paperwork including POA and work order numbers. Also use the Ami system to read meters and connect and disconnect accounts. Processing all bills and posting to the proper accounts. Resolve questions on billing and make payment arrangements. Process credit card payments via telephone. Preparing and balancing of daily receipts and sending to Accounting. Log into the Call Center and assist members via telephone. Assist with auditorium bookings and payments. Set up locations and location information. Process pre-bills for billing. Use the Outage Management System in emergencies. Accept applications for Capital Credits (Estate Refunds). Establish bank and credit card drafts. May be responsible for opening vault each morning to retrieve cash drawers and balance at the end of each day. Process returned mail. Assist servicemen on the radio and telephone. Employee will strive to foster a positive working environment with co-workers. Other duties as assigned by Manager or Supervisor.

**EXTERNAL CONTACTS:** Banks – daily deposits and coordination of direct deposit payments. Members – assist with billing questions and taking payments.

**WORKING CONDITIONS:** This position is an indoor job with limited outside exposure.

**PHYSICAL REQUIREMENTS:** Rarely is required to climb (ie: ladders) or operate equipment other than office type equipment. Sometimes required to drive vehicles when making deposits, assisting district offices, or for training outside the Cooperative. This position is required frequently to sit (operating cash register, computer, etc.), stand (putting up mail, communicating with Service Center, etc.) and walk (picking up reports, etc.). Some stooping and bending (retrieving and putting up cash drawers) is required. Eye-hand coordination is required for this position (ie: operating computers, calculators, etc.). Accuracy and attention to detail is a required expectation of this position (ie: balancing cash drawers at the end of every day). Occasionally required to work under pressure to meet deadlines or work outages. Overtime is expected and can be on a last-minute notice. Must have a valid Kentucky driver's license

Benefits: Health, dental, Retirement, 401k, holidays, vacation and more.

**Send resume by 4:30 p.m. on 10/17/2018 to:**

Karen Black  
V.P. of Human Resources

**EOE/M/F/Vet/Disability**