



May 20, 2022

JOB OPPORTUNITY

**Customer Care Representative I-Contact Center
Shift Hours: 10:00 a.m. to 7:00 p.m.**

**Monroe location- 6 replacement positions
(1 position *Bilingual Spanish preferred*)**

Posted to internal employees and outside applicants

PURPOSE OF POSITION:

Assist consumers with account establishment, payments, inquires or complaints regarding Walton EMC's services. Determine best method to resolve problems to ensure customer satisfaction and adherence to company policies.

QUALIFICATIONS:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. Require the ability to satisfactorily pass Walton EMC's employment entrance examination and drug screen.

EDUCATION AND EXPERIENCE:

Require High School Graduate/Equivalent. Require a minimum of two years experience in customer service in a utility industry or other related industry, preferably in record keeping and interacting with the public. Require the ability to become proficient with membership fees, service orders, all applicable rates and consumer records. Require the ability to inform and instruct members on Walton EMC's procedures and policies.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS:

Require proficiency with personal computer. Require knowledge of Microsoft Word, Excel, and Internet Explorer. Require ability to learn billing software.

CERTIFICATES, LICENSES, REGISTRATIONS:

Require the ability to have and maintain a valid Georgia driver's license.

OTHER SKILLS AND ABILITIES:

Require keyboarding skills of 40 wpm with 90% accuracy. Require the ability to operate 10-key calculator by touch.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

General office environment; flexibility to work during emergency situations. The noise level in the work environment is usually moderate.

WORKING RELATIONSHIPS:

Internal: Two-way communication with immediate supervisor to receive direction and provide status on work related assignments; with all departments to provide and receive information on member inquiries, service or work orders.

External: Demonstrates an awareness that the job exists to effectively serve each and every member, and at every opportunity to achieve increased member and public understanding for support of the cooperative.

This position is a non-exempt Grade 1304. Minimum salary is \$19.54 per hour.

Applications will be accepted until 4:30 p.m., Friday, May 27, 2022. Internal applicants may apply by written internal application with the Human Resources Department. Outside applicants may apply by written application at the Monroe, Snellville, or Watkinsville Office. May fax resume to 770-266-2544 or email to careers@waltonemc.com. Contact Human Resources with any questions.

**WALTON ELECTRIC MEMBERSHIP CORPORATION
CUSTOMER CARE REPRESENTATIVE I – CONTACT CENTER
LEVEL 1304**

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of Walton EMC. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I. Properly create and process service orders.

A. Accurately develop computer file of member accounts and assign appropriate account numbers.

B. Accurately analyze and collect any monies due Walton EMC in accordance with established procedures.

C. Properly inform consumers about rates, all special programs and applicable policies, including products marketed by Walton EMC.

II. Provide accurate service to consumers by timely processing of member transactions.

A. Ensure that connects, applications for services, commercial contracts, right-of-way easements, underground contracts, street lights, security lights are accurate and complete.

B. Provide applicable information for engineering, operations and records.

C. Provide assistance with levelized billing and residential customer accounts.

D. Schedule appointments for Field Engineering Technician to meet consumer in field as needed.

E. Calculate, determine and collect adequate commercial deposits.

III. Effectively respond to routine informational member inquiries.

A. Confirm and respond to all routine inquiries according to established guidelines.

B. Ensure prompt responses to inquiries that are routine. Secure additional information and confirmation or forward to immediate supervisor for prompt response decision on those other than routine.

C. Ensure application for deceased patron's capital credit is completed accurately.

D. Actively direct consumers toward billing options which may be beneficial; answers questions regarding billing options.

IV. Perform miscellaneous administrative tasks.

A. Assist in preparing forms for meter connect orders, meter disconnect orders, meter change orders and service interruption for any reason; delivers to appropriate department in accordance with established procedures.

B. Assist in receiving or collecting Membership Fees, URD fees, and advance payments for security lights or charges for any other reason other than electric service.

C. Assist with receiving Walton EMC's incoming calls and distribute to proper personnel, when necessary.

V. Provide accurate service to consumers by timely processing of consumer's payments.

VI. Ensure a timely and accurate response to consumers with inquiries or complaints.

A. Determine approval for consumer payment extension, credit extension or negotiation, or account correction in the best interest of both the consumer and cooperative.

B. Ensure credit extensions are based on consumers' previous payment record.

C. Ensure consumers' files are accurately maintained and that extension follow-ups are prompt.

D. Ensure that disconnects for non-payment are accurately processed.

VII. Process Collections

A. Process collections and checks for non-payment prior to submitting to field services.

B. Verify for payment arrangements.

C. Notify Field Service Representative of any payments in a timely manner.

D. Record Signal 3's radioed from Field Service Representative; relay all Signal 3 information to dispatcher and on-call personnel.

E. Ensure collection of returned checks.

VIII. Maintain confidentiality of all consumer information and documentation.

09/2014