

**JACKSON ELECTRIC COOPERATIVE
JOB DESCRIPTION**

Cashier - Customer Service Representative

Purpose of Position:

To provide prompt, courteous, friendly, and reliable cashier and receptionist services to member-owners and visitors, assuring the maintenance of sound and exact consumer payment records for the Cooperative.

Job Specifications

1. Must have a high school diploma or equivalent.
2. Bilingual preferable
3. Must have one year of general office experience. Experience working with the public is preferred.
4. Must have pleasing personality, and be able to tactfully and cheerfully communicate with the membership, general public and fellow employees.
5. Must have the ability to effectively balance and complete numerous tasks and job functions simultaneously and with frequent interruptions.
6. Must be able to handle confidential information appropriately.
7. Must have moderate typing and data entry skills.
8. Must have experience with word processing software and spreadsheets (Microsoft Word, Excel, and Outlook).

Job Duties:

Essential Job Functions

1. Greet all Jackson Electric Cooperative visitors in a courteous manner. Visitors should be given immediate assistance and direction to the appropriate department.
2. Serve as the primary person responsible for answering incoming telephone calls in a courteous manner, referring the caller to the proper individual.
3. The front door opens promptly at 8:00 a.m. each morning as well as the vault, if needed, and ensure that the front door and vault are properly secured upon leaving the building at 5:00 p.m.
4. Maintain the cash drawer and receive bill payments over the counter, in the

drop box, by telephone as well as electronic payments (ACH). Sort all payments for distribution to electric, Jackson Electric Propane, Jackson Electric Broadband and other miscellaneous payments. Post all electric payments directly to accounts receivable.

5. Accurately prepare daily cash receipts and records, insuring that all monies are properly controlled and transferred for deposit. Attach checks and cash together for bank deposit, balance receipts with records, and prepare daily report for accounting department.
6. Continually update contact information in member files.
7. Maintain the reception area and lobby in a neat and orderly fashion.
8. Assisting Member Services Department with new accounts. This includes but is not limited to:
 - Mailing necessary forms for new service applications when needed;
 - Preparing switchover request;
 - Filing completed paperwork on new services;
 - Communicates JEC Rules and services to the new member
9. Assist the billing department as needed. This includes but is not limited to:
 - Processing bill payments;
 - Processing delinquent notifications;
 - Assist with bill explanation
10. Assist the propane department as needed. This includes but is not limited to:
 - Processing bill payments;
 - Assist with bill explanation
11. Assist the internet department as needed.
 - Processing bill payments
12. Performs other clerical duties as assigned by the Office Manager

Reports To:
Office Manager
CFO