

VERMONT ELECTRIC COOPERATIVE, INC.



THIS NOTICE IS TO ANNOUNCE THAT WE ARE CURRENTLY
ACCEPTING APPLICATIONS FOR THE POSITION OF
CALL CENTER REPRESENTATIVE

Vermont Electric Cooperative (VEC), the largest locally owned electric distribution utility, is seeking a **CALL CENTER REPRESENTATIVE** to join its Member Service and Community Relations Team. The individual in this position plays an integral role in the success of the organization by providing responsive and knowledgeable support that anticipates and exceeds our member-owners' expectations.

Qualified candidates interested in applying should submit a cover letter, resume and completed application to:

Vermont Electric Cooperative
Attn: Amanda Zay, Human Resources
42 Wescom Road
Johnson, VT 05656
or
jobs@vermontelectric.coop

CURRENT CONTRACT RATES

Call Center Representative, Level 1	\$31.26
Call Center Representative, Level 2	\$26.49
Call Center Representative, Level 3	\$21.73
Starting Rate	\$20.47

VEC is an Equal Employment Opportunity Employer including Vets and Disabled.



Vermont Electric Cooperative, Inc. Job Description

Job Title:	Call Center Representative
Department:	Member Services
Reports To:	Manager of Member Services
FLSA Status:	Nonexempt
Union Status:	IBEW
Salary:	Per contract
Approved By:	Manager of Government Affairs and Member Relations
Approved Date:	July 2005
Revision Date:	October 2017

SUMMARY:

The Call Center Representative is responsible for delivering value to VEC members by providing responsive, knowledgeable, and professional member service that anticipates and exceeds member expectations. They support VEC's Vision of striving to be an energy leader by meeting member needs through the offering of innovative energy services.

In addition to responding to a multitude of member service issues including billing & payment inquiries, deposits, budgets, disconnects, reconnects and related member service needs, the employee in this position is responsible for the analysis, interpretation and collections of member accounts. They are also responsible for communicating information concerning VEC's policies, programs and services and relaying member input to appropriate VEC staff.

The individual in this position works collaboratively in a team based environment to achieve results. They are expected to lead in a manner that demonstrates commitment to VEC's Member Focus core competency and creates a positive image for VEC.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responds to Member Service related questions, billing and payment inquiries, deposits, basic budget plans, payment arrangement plans, disconnects, reconnects, and related member service needs.
- Processes disconnects, security deposits and reconnects in accordance with VEC's policies and procedures and the guidelines of the PSB Rules and Regulations for disconnections.

- Processes all member service requests including service orders for transfer of service, final disconnects, new connects, and letters of credit, etc.
- Reviews delinquency lists and makes courtesy calls to member regarding outstanding balances and disconnects.
- Forwards information to Billing Coordinators regarding corrections/adjustments to member bills.
- Adheres to VEC's Red Flag policies and procedures to ensure member confidential financial information is handled in a way that protects the member from identify theft.
- Provides backup support to the Member Service Administrator function including, but not limited to, welcoming on-site visitors, identifying nature of business, announcing visitors to appropriate personnel, performing address changes, responding to inquiries, taking messages, and directing incoming calls.
- Assists members with setting up bank and credit card auto-draft requests.
- Provides knowledgeable information concerning VEC's rates, services and policies.
- Assists with the promotion of VEC programs as requested and supports VEC's overall communication strategies.
- Possesses general understanding of VEC offered billing rates.
- Participates in weekly rotation of sitting in the member services room and acting as a liaison with the metering department to facilitate disconnects. They also perform remote reconnect and disconnects.
- Assists members with budget repayment and long-term budget repayment arrangements.
- Proficiently answers inquiries related to specific VEC programs such as, but not limited to, VEC Co-op Community Solar, Beat the Peak, Community Fund, Patronage Capital, and other innovative VEC member projects.
- Assists with processing various member program applications such as, but not limited to, Community Fund enrollment, Patronage Capital refund requests, Co-op Community Solar enrollment, etc.
- Analyzes member energy usage patterns in order to troubleshoot high bill complaints or advise members of efficient energy usage.
- Assists members in creating their SmartHub accounts. Responds to SmartHub inquiries including reset of passwords, unsuspension of account, and other technical support.
- As assigned, monitors disconnects and collection efforts. Handles the final collections process by working with IT to set up IVR cut off calls.

- As assigned, tracks fuel assistance payments with the PATH Office of Home Heating Fuel Assistance Program.
- As assigned, oversees the daily credit card and cash receipts processing and processes NSF checks.
- As assigned, opens mail, performs the duties and responsibilities associated with the cash remittance and ensures timely and accurate processing and posting.
- As assigned, ensures that all member payments are processed in accordance with Vermont Public Service Board (PSB) regulations, SQRPs and VEC tariffs.
- As assigned, investigates payment errors and processes payment corrections and adjustments to member accounts as necessary.
- As assigned, reviews budget accounts on a monthly basis and makes necessary adjustments to accounts if needed.
- As assigned, responsible for "settle-up" procedure with regard to budget payment plan.
- As assigned, processes inactive accounts with balances by sending reminder letters and forwarding unpaid accounts to outside collection agency.
- As assigned, responds to member inquiries through support email.
- Must demonstrate safe work practices.
- Must consistently meet VEC's Rules of Engagement performance requirements.

OTHER DUTIES AND RESPONSIBILITIES:

- Participates in after-hours rotation for performing winter outbound collection calls.
- Provides outage member services coverage as needed.
- Perform other duties as assigned.
- Employee will support a strong cyber security culture. This includes, but is not limited to, cyber security awareness, training, and testing. Employee will support cyber security efforts and demonstrate cyber security best practices as outlined by management.

This description is not intended to be a complete statement of the position, but is intended to be a guide to general work to be performed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must function well within the "team" environment.

EDUCATION and/or EXPERIENCE:

High school diploma, plus two years of professional customer service experience required. Call Center experience a plus. Experience working in a regulatory environment also a plus.

ESSENTIAL SKILLS:

Individual(s) in this position must have excellent written and verbal communication skills to effectively and favorably represent VEC. They should possess strong organizational skills in order to follow through with tasks and manage time effectively. Attention to detail skills are essential. They should be able to demonstrate success with resolving conflict effectively and remaining calm under stress. They should enjoy working in a busy, fast-paced call center environment and possess the ability to juggle multiple tasks at once. They should enjoy delivering results in a team based environment.

The individual(s) in this position should possess strong computer skills which includes proficiency with Microsoft Word, Excel, and Outlook. Must acquire and maintain proficiency using VEC's Customer Information System.

LANGUAGE SKILLS

Ability to read and write routine reports, compose business correspondence, and understand procedure manuals. Ability to effectively present information and respond to questions from customers, employees, agencies and the general public. Ability to communicate information over the phone.

MATHEMATICAL SKILLS

Must be able to perform basic mathematical functions such as addition, subtraction, multiplication, and division and to work with fractions and decimals. Must be able to use spreadsheets.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS:

None required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and to use the computer for long periods of time.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work will occur in a general office setting, at one of several individual workstations in close proximity to other employees. S/he will use a computer regularly and should be familiar with current Microsoft Office programs. Employee will have constant customer contact, both in person and over the phone. Hours of work are consistent with normal business hours and VEC business needs.