

Eau Claire Energy Cooperative  
**MEMBER ACCOUNTS ASSOCIATE – FIRST IMPRESSIONS EXPERT**

---

**Department:** Finance  
**FLSA Status:** Non-Exempt  
**Grade Level:** 2  
**NRECA Job Code:** 32-2523

**Job Status:** Full Time  
**Reports To:** Chief Financial Officer  
**Amount of Travel Required:** Minimal

### **POSITION SUMMARY**

The Member Accounts Associate – First Impressions Expert will provide administrative and clerical support to the Cooperative. This position is the first line of contact assisting, answering questions, and routing visitors and members in person and over the phone. The Member Accounts Associate – First Impressions Expert will coordinate events, prepare documents, assist with meeting arrangements, and reception duties of the Cooperative. The position is responsible for clerical duties including scheduling, data entry, scanning, filing, and document management for the Cooperative.

### **ESSENTIAL FUNCTIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Assist members over the counter and phone, receive payments, help resolve certain credit and billing problems, respond to inquiries and complaints, and directs each to the proper department, if necessary. Provides consumer support with online bill payment and member web and mobile application.
- Performs a variety of responsibilities including preparation of the daily deposit from the mail, payment drop box, electronic bill payments, and balancing the cash drawer. Ensures proper distribution and posts payments to member accounts.
- Performs a variety of work for the Credit and Collections Department; including payments, reconnects, collection fees, calling delinquent consumers regarding payment, and making payment arrangements.
- Supports billing process by reviewing billing reports and test billing databases.
- Performs miscellaneous duties, such as mailing correspondence, generation of form letters, and ongoing scanning of member documentation and vouchers into the electronic records management system.
- Maintains neat inventory of office, cleaning, and breakroom supplies and orders supplies as needed.
- Research inactive member capital checks that are returned to the Cooperative after retirement.
- Assists and backs up member service billing changes and transfers.
- Acts as liaison with other departments and outside agencies.
- Attend and participate in professional group meetings; stay abreast of new trends, best practices, and innovations related to the fields of gross receipts, technology, and member service.
- Provide knowledge sharing and support to other cooperatives as appropriate.
- Attends and participates in activities of employee committees, Cooperative events, job training and safety programs, and monthly and annual employee meetings as directed or required. Events may be during or outside of normal scheduled work hours.
- Maintains confidentiality of member and sensitive business data and information.

## **ORGANIZATIONAL COMPETENCIES**

- Safety Awareness – Ability to be familiar with ECEC’s safety policies and comply, identify, and correct conditions that affect employee or public safety. Be responsible for reporting unsafe practices or injuries to your supervisor immediately.
- Interpersonal – Ability to get along well with a variety of personalities and individuals.
- Friendly – Ability to exhibit a cheerful demeanor toward others.
- Accuracy – Ability to perform work accurately and thoroughly.
- Organizational Knowledge – Abides by the policies of the Cooperative and always conducts self in a professional manner while representing the Cooperative.
- Appearance – Appearance is neat, clean and presentable for regular public contact, and meets standards established by the organization.
- Time Management – Possess and utilize the available time to be organized and complete work within given deadlines.
- Teamwork – Supports teamwork by effective participation, cooperation and communication. Provides continuous improvement to employee morale, motivation, productivity and quality of production through teamwork.
- Reasoning – Ability to utilize logic, reason and analysis to make decisions, solve problems and complete work.

## **JOB REQUIREMENTS AND QUALIFICATIONS**

- Communication, Written and Oral - Ability to communicate, both orally and in writing, in a clear and concise manner.
- Computer skills – Must be comfortable working extensively on the computer and have the ability to use a variety of computer systems. Must be proficient with Microsoft Office Suite including Outlook, Word, and Excel.
- Member Interaction – Makes every effort to serve the members courteously and efficiently and to satisfy their complaints or inquiries regarding service, if possible, or if unable to do so, refer them to the proper person.
- Money Handling – Ability to accurately complete cash, check, and debit/credit card transactions daily including daily deposits, ledger balancing, and cash drawer maintenance.
- Maintain confidentiality of employee, member and sensitive business data and information.
- A valid Wisconsin driver’s license is preferred.

## **EDUCATION AND EXPERIENCE**

### **Education**

Minimum of a high school diploma. A two-year associate degree in administrative support, human resources, finance, or related field is preferred.

### **Experience**

Possesses demonstrated strengths in administrative support. Extensive experience with Microsoft Office. One to three years of job experience is preferred.

## **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Work is performed in a climate-controlled office environment with most of that time at the Cooperative headquarters. Will have extensive interaction advising and answering questions with members, employees, vendors, and the public. The role routinely uses standard office equipment such as computers, phones, copiers, postage machines, and filing cabinets. Occasional travel to ECEC events, meetings, and conferences.

This position requires the following physical requirements:

<b>Lifting</b>	Light work. Occasionally lifting to 20 lbs. with frequent lifting and/or carrying objects weighing up to 10 lbs.
<b>Reaching</b>	Occasionally reaches to the front; at, above, and below shoulder height throughout the day. May also be required to reach out to side and above shoulder height.
<b>Pushing, Pulling</b>	Pushing and pulling movements are occasionally required from the employee when working.
<b>Twisting, Rotating</b>	Occasional twisting and rotating from the hips, shoulders, and neck. In addition, flexion and extension of the neck.
<b>Handling</b>	Finger dexterity, firm gripping, grasping, and pushing buttons is required to handle and/or operate a variety of office tools.
<b>Stooping, Bending, Squatting</b>	Occasional stooping, bending, and squatting at waist, hips, and knees.
<b>Kneeling</b>	Kneeling may be required on an occasional basis.
<b>Standing, Walking, Sitting</b>	Most assigned duties and tasks are completed while sitting. Occasionally employee will be standing or walking during these duties and tasks.
<b>Talking, Hearing</b>	Talking and hearing is required while receiving work orders and in communicating with others.
<b>Eyesight</b>	Good eyesight is required to complete all/any assigned duties and tasks.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhausted list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Eau Claire Energy Cooperative is an equal opportunity employer. ECEC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state, or local laws.

The signature below indicates the employee has received and reviewed this job description.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**