

EAST CENTRAL OKLAHOMA ELECTRIC COOPERATIVE, INC.  
OKMULGEE, OKLAHOMA

POSITION SPECIFICATIONS

CUSTOMER SERVICE REPRESENTATIVE

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.

- EDUCATION:** High School diploma required and post secondary education or equivalent strongly preferred.
- EXPERIENCE:** A minimum of one year experience with a Cooperative. Previous customer service or billing experience highly recommended. Must have one year face-to-face and/or phone customer contact.
- JOB KNOWLEDGE:** Effective working knowledge of the Cooperative Bylaws, rates, rules, regulations and policies. Should be familiar with billing and adjustment procedures, organizational structure and knowledge of service areas.
- ABILITIES & SKILLS:** Must be capable of operating a calculator, two-way radio and the data retrieval equipment. Is required to have Word/data processing skills, possess basic mathematical skills and the ability to learn computerized billing systems. Excellent verbal communication skills including the ability to communicate effectively, tactfully and courteously with all members and general public is essential. Have the ability to work under stressful conditions and maintain composure while in constant contact with consumers and public.