

Secretary/Receptionist/Cashier

Mountrail-Williams Electric Cooperative

1. JOB OBJECTIVE:

This position is responsible for the pleasant, courteous and informed reception of all people who visit or contact the Cooperative. This position also operates a telephone/switchboard plus takes messages and performs miscellaneous secretarial duties, routine typing and during high workloads, assists in other areas as needed.

2. QUALIFICATIONS:

The applicant selected for this position must have a high school diploma or equivalent and have a basic knowledge of clerical and office procedures. One year of general office experience is preferred, but not required.

3. DUTIES AND ESSENTIAL RESPONSIBILITIES:

- a) Provides receptionist support by answering the telephone/switchboard, responding to emails and chats, greeting and directing visitors to the proper locations.
- b) Provides effective secretarial support, type and proof routine correspondence and forms utilizing standard forms.
- c) Operates telephone console to receive incoming messages.
- d) Handles consumer outage calls and coordinates information with necessary Cooperative staff.
- e) Greets and promptly accommodates all members and visitors in a professional and courteous manner.
- f) Signs up new members.
- g) Performs account transfers for commercial and residential accounts.
- h) Distributes and collects service applications.
- i) Prepares a Letter of Credit for consumers when requested.
- j) Accurately communicates corporate policies and procedures to members and visitors.
- k) Uses contract tracking to maintain a record of all walk-in, phone, email, and other correspondence from members and visitors.
- l) Processes member payments and make deposits as necessary.
- m) Assists in processing mail payments.
- n) Assists members using the payment kiosk and empties the kiosk on a routine basis.
- o) Balances cash drawer.
- p) Prepares bank deposits.
- q) Promptly, courteously and professionally notifies all employees of visitors.

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- r) Accurately directs all members and visitors to appropriate personnel or location.
- s) Consistently maintains a professional manner and business appearance in accordance with company standards.
- t) Replenishes information and forms distributed in lobby and ensuring most current information is being distributed.
- u) Maintains a constant awareness of activity and conditions of the lobby; takes appropriate action to correct lobby conditions, as needed.
- v) Has knowledge of how to coordinate safety and emergency procedures related to lobby (May Day Procedures).
- w) Properly files all relevant documents to document management system.
- x) Handles confidential information appropriately.
- y) Has sufficient typing and data entry skills.
- z) Is experienced with personal computers.
- aa) Demonstrates interpersonal skills to communicate and interact with employees, members, and visitors in a successful manner.
- bb) Exercises appropriate decision making.
- cc) Demonstrates ability to organize, plan and prioritize multiple responsibilities with minimal supervision.
- dd) Demonstrates ability to successfully balance and complete numerous tasks and job functions simultaneously and with frequent interruptions.
- ee) Performs various support duties for all Cooperative departments.
- ff) Completes assigned tasks in a timely manner.
- gg) Performs assigned duties efficiently with little or no errors.
- hh) Keeps supervisor informed of workload and status of assigned tasks.
- ii) Must possess and maintain a valid driver's license and operate a motorized vehicle without the assistance of another employee.
- jj) Performs any other duties assigned in order to fulfill the objective of the Cooperative.

4. BUSINESS AND RELATIONSHIPS:

- a) This position has contact with staff, visitors and headquarters personnel.
- b) The most difficult aspects of this job are becoming familiar with rates and procedures utilized by the Cooperative and learning electric terms and definitions.

5. PHYSICAL REQUIREMENTS:

This position requires continuous sitting, frequent lifting of ten pounds or less, reaching below shoulder level and use of keyboard/computer. This position also includes occasional

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standing, walking, bending, climbing stairs, kneeling, lifting up to 25 pounds and reaching above shoulder level. Other demands include finger dexterity, good hearing, color vision, the ability to perform close work and the ability to speak. The applicant selected for this position must be able to read, write and perform basic arithmetic, weigh and measure a postage meter, coordinate the use of conference rooms and be able to work under pressure. Office equipment operated by the applicant selected will include a telephone switchboard, office automation equipment, computer terminal, typewriter, postage meter, calculator, two-way radio and photocopier.

6. DISCLAIMER:

- a) This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.
- b) MWECC reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, or working schedules based on its duty to accommodate individuals with disabilities.

Approved by: Jennifer Kaiser

Date: 12/30/15

Reviewed/Amended by: Alex Vournas

Date: 5/17/2021