**JOB TITLE:** MEMBER RELATIONS CLERK

**REPORTS TO:** MEMBER RELATIONS SUPERVISOR

**GENERAL SUMMARY:**

To greet members, visitors and callers and route each to the appropriate department; to accept payments and provide aid to members in a courteous and efficient manner.

**ESSENTIAL DUTIES AND TASKS**:

* Process member bill payments from drive-thru and walk-ins; maintain cash drawer to ensure accuracy with accounting system.
* Discuss complaints or issues with members and provide solutions; if unable to resolve issue, refer member to appropriate department.
* Answer incoming telephone calls and route to the appropriate department.
* Sort and distribute incoming mail to the appropriate department; sort and organize bill payments received in the mail.
* Check and process the night deposit box payments each morning
* Receive outage reports from members and enter into the outage system, monitor internal message system for details on outage and working areas from the dispatcher
* Receive service order repair requests and prepare service order for the field.
* Match bank deposit slips with cash envelopes; file cash envelopes in storage room.
* Monitor telephone equipment for proper operations; verify that the telephone is switched to after-hours operation at the close of business.
* Open and secure all doors and drive-thru window daily.
* Sort and contact members with returned USPS mail
* Answer radio calls as needed.
* Keep well informed about the cooperative and the department’s policies and procedures.
* Perform all other activities as required or directed.

**MINIMUM QUALIFICATIONS:**

High school diploma required; preference given to two- or four-year business-related degree or commensurate work experience. Strong verbal and written communication skills. Must be able to work within a team and independently under general supervision.

**SPECIALIZED SKILLS AND KNOWLEDGE:**

* Must have a basic knowledge of general office procedures, record-keeping, and use of office equipment.
* Must have the ability to deal effectively with members and to explain FME’s billing and collection procedures.
* Ability to prioritize work and organize tasks
* Excellent communication and interpersonal skills
* Professional image in personal appearance and correspondence
* Strong aptitude for detail work

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