

North Plains Electric Cooperative, Inc.
Perryton, Texas
Job Description: Member Service Representative

JOB TITLE: Member Service Representative	POSITION CODE: 21-3511 07G
DEPARTMENT: General Office	
REPORTS TO: Member Services Director	
APPROVED BY: _____ <i>General Manager</i> <i>Date</i>	
_____ <i>Human Resources</i> <i>Date</i>	

Revised 10/22/2026

I. POSITION SUMMARY

The Member Service Representative professionally represents North Plains Electric Cooperative by providing responsive, accurate, and courteous service to members. This position processes service requests, answers billing and account questions, maintains member records, and supports member service.

II. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Member Service and Administrative Duties

- Participate with the General Manager, management, field personnel, and office staff in implementing member service programs and communication initiatives.
- Interact with members, the public, community representatives, and media contacts in a professional, courteous, and service-oriented manner.
- Respond to member inquiries by telephone, email, and in person; resolve service, billing, and account concerns accurately and promptly.
- Process service orders, including disconnects, reconnects, transfers, security lights, and related requests, and obtain all required member information and documentation.
- Prepare and maintain accurate member records, correspondence, easements, credit information, and other supporting documentation.
- Explain Cooperative rates, service rules, regulations, bylaws, policies, procedures, programs, and service territory information to members and the public.
- Assist with member communications and crisis communication efforts as needed.
- Use NISC iVUE, CIS, ABS, Milsoft OMS, GIS software, Microsoft Office, and other assigned systems effectively to provide member service and support internal operations.

- Work cooperatively with all employees and adapt to changing work assignments, procedures, and business needs in the best interest of the Cooperative.
- Accurately process member payments and prepares and makes deposits as needed, ensuring all transactions are properly recorded and handled in accordance with established procedures.

Training and Professional Development

- Demonstrate initiative in acquiring job-related knowledge and skills to maintain and improve performance.
- Attend Cooperative staff meetings and required classroom, online, and on-the-job training.
- Travel to off-site training locations as required. Travel may include out-of-town training lasting up to five consecutive business days.

Safety and Compliance

- Follow all applicable safety standards, including Cooperative policies, OSHA, NEC, RUS, and other regulatory requirements.
- Use appropriate personal protective equipment and maintain awareness of workplace safety hazards.
- Comply with all drug and alcohol testing policies, including pre-employment and random testing.

Recordkeeping and Reporting

- Prepare and maintain accurate personal time records for payroll and documentation purposes.
- Complete and submit required reports, records, and supporting documentation accurately and on time.

III. JOB REQUIREMENTS

Education and Experience

- High school diploma or equivalent required.
- Demonstrated integrity, honesty, sound judgment, professionalism, tact, and a positive service-oriented approach.
- Ability to organize work, solve problems, manage multiple assignments, and meet deadlines in a fast-paced office environment.
- Dependable, punctual, and able to work independently and cooperatively with employees at all levels of the Cooperative.
- Valid driver's license and an acceptable driving record.
- Proficiency with computers, office software, and assigned business equipment; ability to properly maintain and care for Cooperative property.
- Ability to understand and follow verbal and written instructions and to answer routine questions concerning electric service, member programs, and Cooperative practices.

- Ability to interact professionally and positively with members, employees, vendors, and the public.

Communication Skills (Written and Verbal)

- Ability to read, write, speak, and understand English at the level necessary to safely, accurately, and effectively perform the essential functions of the position.
- Ability to communicate clearly and professionally with members, co-workers, vendors, and the public by telephone, email, written correspondence, and in person.
- All communications must be accurate, courteous, and consistent with Cooperative policies and service standards.

Skills and Abilities

- Strong attention to detail and a high degree of accuracy.
- Ability to meet deadlines and complete assigned tasks in a timely manner.
- Ability to learn and apply Cooperative tariff policies and procedures.
- Proficiency in basic computer systems and willingness to learn specialized software (e.g., NISC).
- Ability to maintain confidentiality of sensitive information.

Work Requirements

- Ability to lift or carry office materials as needed.
- Ability to work additional hours or respond during emergency situations as directed.
- Ability to operate a company vehicle when required.
- Ability to travel for training or to assist with storm-related efforts at other Cooperative locations.
- Must obtain and maintain CPR and First Aid certification as provided by the Cooperative.
- Maintains strict confidentiality of member information and records and ensures sensitive information is handled appropriately

IV. PHYSICAL DEMANDS AND WORKING CONDITIONS

- Work is primarily performed in an office environment and requires frequent sitting, computer use, telephone communication, and interaction with members and employees.
 - Must be able to walk, climb stairs, stoop, bend, squat, lift, carry, and move materials as needed to perform assigned duties.
 - May occasionally be required to work outside normal business hours or assist during emergencies.
 - Successful completion of a pre-employment drug screen, physical examination, and medical clearance is required.
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Evaluation Process

- The initial evaluation period may include daily and weekly assessments during the first six months of employment.
- Performance may be evaluated on job-related factors including member service, professionalism, accuracy, efficiency, cash handling, data entry, recordkeeping, communication, organization, time management, teamwork, cooperation, and support of office operations.
- Ongoing performance evaluations will be conducted annually and as needed.

Signature _____ Date _____