

## POSITION DESCRIPTION

### A. Position:

### **Receptionist**

### B. Position Function:

Receptionist is the first point of contact for visitors, members/owners, and employees. Responsible for creating a welcoming environment, managing incoming communications, and supporting administrative operations and cashiers as needed. As well as assuring the maintenance of sound, exact consumer records for the cooperative.

### C. Reporting Relationships:

1. Reports to: Office Manager
2. Responsible for: Customer Service Department

### D. Duties and responsibilities:

1. Greet and welcome people visiting Central Valley Electric in a friendly and professional manner.
2. Answer, screen and forward incoming phone calls.
3. Uphold confidentiality and handle sensitive information with discretion.
4. Maintain the reception area, keeping it tidy and presentable.
5. Retrieving, sorting and distribute daily mail from post office.
6. Taking bank deposits to bank in the company car.
7. Assisting in receiving bill payments over the counter, at the drive-through window, and from postal services. Insure that the customer accounts are properly credited and that funds are deposited on a timely basis.
8. Respond to customer inquiries regarding account balances, billing statements and payment plans. Assisting customers with service requests and outages.
9. Assist with the preparation of bulk mailings to membership. This includes billing, newsletters, patronage capital credit letters and checks, annual meeting notices, Christmas calendars, and others.
10. Balances cash drawer daily when filling in for cashiers.
11. Take orders for new service and trouble reports from members experiencing outages or other trouble with their service, entering them and routes this information to the proper service personnel.
12. Participate in annual meeting as required.
13. Participate in safety meetings and training programs as required.
14. Review and abide by established policies and procedures of the cooperative.
15. This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary.

### E. Internal Relationships:

Other employees – Provides and acquires information and assistance necessary to assure the achievement of department and cooperative goals.

F. External Relationships:

1. Member-Owners – Work directly with member-owners in handling of payments and serving as front area receptionist directing them to the proper department.
2. Banks – Make deposits, pick up statements, deliver and receive correspondence as needed.
3. Other Cooperative Officials – Serves as receptionist to guests visiting cooperative personnel.

G. Position Requirements:

1. Skills and knowledge normally acquired through a high school diploma.
2. Minimum of one-year prior experience in related position.
3. Strong organizational skills and attention to detail.
4. Strong written and verbal communication skills.
5. Excellent customer service and interpersonal skills.
6. Ability to be resourceful and proactive when issues arise.
7. Must be honest and trustworthy.
8. Must be able to use office equipment such as a cash register, computer, keyboard, copier, printer, fax machine, 10-key calculator, etc.
9. Proficiency in Microsoft Windows and Microsoft Office Suite. (Word, Excel, Outlook).
10. Must possess a valid New Mexico driver's license or ability to obtain license prior to employment. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.
11. Professional attitude and appearance.

H. Physical Demands:

Central Valley Electric Cooperative, Inc. has deemed the Receptionist to be a safety-sensitive position.

1. Works in a climate controlled office environment.
2. Job requires sitting, standing, walking, bending, and reaching.
3. Light lifting up to 25 pounds as required for mail purposes.
4. Requires good finger dexterity, repetitive motions with hands and fingers.
5. Requires the ability to perform close work.
6. Requires good vision and hearing.
7. Must be willing to submit to random alcohol and drug testing per company policy.

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Receptionist

\_\_\_\_\_  
Date

\_\_\_\_\_  
Office Manager

\_\_\_\_\_  
Date