



Position Description

Position Title: Receptionist
Department: Member Services
Updated: May 20, 2025

Reporting Relationship:

Reports To: Member Services Supervisor
Supervises: None

Position Summary:

The Receptionist greets all visitors in person or on the telephone, provides administrative support and handles cash transactions.

Goals and Objectives:

The Receptionist provides the cooperative members and public with a positive member-service experience during phone calls and in-person visits, creating a feeling of goodwill toward the cooperative. An employee filling this role is expected to meet changing and unique goals and objectives, as established by their supervisor, related to the broader area in which the employee is assigned.

Essential Responsibilities:

1. Greets and determines the needs of members and guests visiting Nodak Electric offices. Notifies, escorts or directs visitors to the proper person or department for desired information and/or assistance.
2. Maintains the visitor registration log and monitors visitor location.
3. Operates the telephone switchboard - responsible for the prompt answering and accurate routing of incoming calls in a professional manner. Keeps supervisor apprised of any problems that may develop in equipment, routing procedures, or any other related area that may adversely affect the quality of service.
4. Monitors security cameras for deliveries, visitor assistance and emergencies.
5. Assists office visitors with the completion of Application for Membership and Electric Service form.
6. Serves as first response for general information requests, member programs such as AutoPay, new member applications, security deposits, and billing questions regarding balance, usage inquiries, auto-pay setups and changes.

7. Distributes completed applications received in-person or via website submission to member service representatives.
8. Opens and organizes payments and mail as directed.
9. Creates service orders to repair/install and bills outdoor lighting.
10. Collects parking lot payment drop box contents at the beginning and end of each business day.
11. Collect in-office payments via cash, check or card. Balances payments received and prepares deposit of cash drawer for the bank.
12. Verifies transfer of phone system to a third-party call center for after-hours calls.
13. Keeps phone/cell phone and radio listings updated.
14. Scans records into consumer document storage and imaging solution.
15. Provides administrative and clerical support as requested.
16. Perform breakroom duties including loading, programming and emptying the dishwasher, making coffee, ensuring the refrigerator is clean and supplies are stocked.
17. Stays apprised of substation and electric line circuit outages.
18. Completes errands as needed.
19. Performs other tasks and assumes other responsibilities as assigned by supervisor/manager.

Experience/Competencies:

- Must possess excellent communication skills, both writing and speaking, and computer skills to perform assigned duties.
- Be an attentive listener.
- Communicate with diverse groups of people.
- Reason and make decisions, based on matters at hand.
- Express thoughts, ideas and information in a clear and precise manner.
- Project a positive image of the cooperative to members, employees, the board of directors and the community.
- Maintain confidentiality of cooperative, board, staff and membership information.
- Speak with poise, voice control and confidence using proper English grammar.
- Possess well-developed organizational skills, demonstrate attention to detail, exhibit strong time-management skills, type minimum 50 words per minute, multitask effectively and be punctual.
- Requires mathematical development sufficient to perform addition, subtraction, multiplication and division, and to apply fractions and percentages.
- Compute and record numbers correctly.
- Follow procedures for keeping records.
- Use eyes, hands and fingers at the same time to enter figures in books and forms and operate a calculator or personal computer. Perform work that is routine and detailed. Read and understand instructions, safety rules, etc.

Physical Demands:

While performing the duties of this position, the incumbent is primarily required to talk, hear, listen, sit, stand, walk, reach, lift, stoop, bend and frequently utilize a keyboard/computer. A candidate must have the ability to withstand prolonged periods of sitting at a desk working on a computer. Specific vision capabilities include close vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands:

While performing the duties of this position, the incumbent will be required to problem-solve; read, write and analyze data; work under schedules and deadline pressure; present information to others; work independently; use discretion; work with difficult people; and use judgment for confidential or sensitive information/issues.

Environmental Conditions:

Inside: Protection from weather conditions, but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75% or more of the time inside.

Working Conditions:

- This full-time permanent position is located at the cooperative headquarters building at 4000 32nd Ave S., Grand Forks, North Dakota.
- Regular working hours for this position are 7:30 a.m.-4:30 p.m., Monday-Friday.
- This is an hourly paid position with a 40-hour work week.
- Some overtime may be necessary.
- Some overnight travel may be necessary for training purposes.

Safety Training:

Employees shall:

- Be trained in and familiar with the safety-related work practices, safety procedures and other safety requirements in the cooperative's safety manual that pertain to their respective job assignments.
- Attend regularly scheduled safety training meetings for training in all areas that pertain to their respective job assignments.
- Have a fundamental knowledge of basic first aid, cardiopulmonary resuscitation, safe driving responsibilities and emergency Mayday procedures.

Security of Confidential Information:

Maintaining security and protection of non-public and proprietary cooperative information is a requirement of all employees. Therefore, all employees are required to annually review, ensure their awareness of, and acknowledge their understanding of Nodak's security policies and procedures. Adequate training will be provided, as requested, to fulfill these responsibilities.

Education:

- High School diploma or GED required.
- Two- or four-year degree preferred.
- Minimum one year of experience in a customer service role or in related field.

Licenses/Certificates:

- Must pass a background check.
- Valid driver's license preferred.

Specific Skills:

- Organizational: Safety, integrity, teamwork, innovation, and reliability.
- Job: Approachability, customer/member focus, functional/technical skills, organizing, time management.
- Software Skills: Microsoft Excel and Word.