

NODAK ELECTRIC COOPERATIVE INC.

Grand Forks, North Dakota

COMMERCIAL ACCOUNTS SUPERVISOR

Position Description

Effective May 2017

REPORTS TO: Customer/Energy Services Manager

SUPERVISES DIRECTLY: To be assigned.

SUPERVISES THROUGH SUBORDINATES: None

PURPOSE FOR THE POSITION:

To ensure prompt, efficient and accurate processing of member billing, assist members with questions about billing and service, and ensure prompt payment of bills by members.

ESSENTIAL RESPONSIBILITIES:

Primary:

1. Performs industrial and special account billing.
2. Primary contact for Commercial & Industrial account member inquiries.
3. Develops an in-depth knowledge and understanding of demand response and the Incremental Pricing Program.
4. Has a working knowledge and understanding of all rate classes. Is able to explain rates to members and monitors accounts for correct rate and general ledger assignment.
5. Calculates rate comparisons.
6. Administers the Inadvertent Demand Protection Program.
7. Determines electric rate for member loads. Performs biannual rate review.
8. Is able to act as back up for Billing Specialist.
9. Supervises, trains, evaluates and approves time for the work of subordinates.
10. Authorizes, schedules and assigns the processing, printing and distribution of utility bills.

11. Ensures all customers are accurately charged for all electric services.
12. Authorizes billing adjustments.
13. Consumer Information Systems (CIS) software administration.
14. Receives and answers member inquiries and complaints relative to billing. Act as second line contact for difficult customer problems. Works with members to clarify and resolve issues related to same, calculates and makes any necessary adjustments, as needed.
15. Assigns service orders for all service transfers, meter changes, connects, and disconnects.
16. Creates, maintains, monitors and bills contracts.
17. Sees to the accuracy of all billing information. Reviews demand account pre-billing reports, checks for data accuracy and makes all appropriate corrections prior to the bill run.
18. Maintains positive working relationships with apartment management companies. Works with them to resolve service and billing issues, assists with application process by maintaining supply of application forms and making transfer of this information from apartment management to Nodak as convenient as possible.
19. Works with department manager in development of policies and procedures, suggests changes for improving the effectiveness and efficiency of the team.

Secondary:

20. Assists with scheduling and processing month end and year end billing procedures.
21. Is skilled in the use of telephone system along with computer and other common office equipment.
22. Prepares various reports as needed.
23. Assists with for CIS software conversions and special customer service/billing events.
24. Assists with telephone and office visit traffic during high volume periods and extended outages.

TO DO THIS KIND OF WORK, YOU MUST BE ABLE TO:

- Demonstrate the ability to understand and calculate units of energy and demand
- Communicating clearly and listen carefully
- Express thoughts, ideas and information in a clear and precise manner.
- Use personal judgment and specialized knowledge to give information to people.
- Communicate well with many different kinds of people.
- Maintains assigned equipment and supplies
- Change easily and frequently from one activity to another
- Use eyes, hand, and fingers accurately while operating a telephone, computer keyboard,

- etc
- Must have working knowledge and experience with Microsoft Word, Excel & Access.

PHYSICAL DEMANDS:

Lifting 25 lbs. maximum and occasionally lifting and/or carrying such articles as computer printouts, reams of paper, small tools, computer monitors, etc. Walking and standing will be required. Reaching. Handling. Fingering. Feeling. Talking. Hearing.

ENVIRONMENTAL CONDITIONS:

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

MATH SKILLS:

Requires mathematical development sufficient to be able to: compute discount, interest, profit and loss; commission, markups and selling price; ratio and proportion, and percentages. Calculated surface, volumes, widths, and measures.

LANGUAGE SKILLS:

Must have developed language skills to the point to be able to:

- Read and understand instructions, safety rules, etc.
- Write reports and correspondence with proper format, punctuation, spelling and grammar, using all parts of speech
- Speak with poise, voice control, and confidence using correct English and well-modulated voice.

RELATIONSHIPS TO DATA, PEOPLE, AND THINGS:

Data:

- Compiling: gathering, collating, or classifying information about data, people or things. Reporting and/or carrying out a prescribed action in relation to information is frequently involved.

People:

- Speaking-Signaling: Talking with and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to helpers or assistants.

Things:

- Handling: Using body members, hand tools, and/or special devices to work, move, or carry objects or materials. Involves little or no latitude for judgment with regard to attainment of standards or in selecting appropriate tool, object, or material.

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.

Employees shall attend regularly scheduled safety training meetings for training in all areas that pertain to their respective job assignments. Employee shall have a fundamental knowledge of

basic first aid, cardiopulmonary resuscitation, safe driving responsibilities, and emergency May-day procedures.

SECURITY OF COOPERATIVE'S INFORMATION

Maintaining security and protection of non-public and proprietary cooperative information is a requirement of all employees.

INTERPERSONAL ABILITIES

Requires the ability to establish and maintain effective professional relationship with both internal and external customers.

Requires prompt and predictable attendance in order to insure uninterrupted service to internal and external customers.

SPECIFIC VOCATIONAL PREPARATION:

Specific vocational preparation includes a combination of: apprentice training, in-house training, on-the-job training, vocational education (not to duplicate education/experience listed below), or essential experience in less responsible jobs.

1 to 2 years on-the-job experience required to perform the job duties

TO DO THIS JOB, YOU MUST HAVE THE FOLLOWING LICENSES OR CERTIFICATIONS BEFORE BEING HIRED:

Valid driver's license, preferred

TO DO THIS JOB, YOU MUST HAVE THE FOLLOWING AMOUNT OF TOTAL EDUCATION AND/OR EXPERIENCE:

Bachelor of Science degree in accounting or business administration or related field.

Information Technology credentials and experience, preferred.

1 to 2 years of customer service experience preferred.

1 to 2 years of supervisor experience preferred.

Additional work experience in math, computer, and/or information systems preferred.

Agreed:

Approval:

Employee

Member/Energy Services Manager

Date

Date

The position description is not intended to be an all-inclusive list of job responsibilities, duties, and requirements; but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the needs of the business. Nodak Electric Cooperative Inc. retains the discretion to add to or change the duties of the position at any time.
