



POSITION DESCRIPTION

Job Title: Member Accounts Representative I
NRECA Job Code: 33-4511
Reports To: Member Services Manager
Classification: Non-exempt, hourly, overtime eligible, Office Bargaining Unit
Updated: 2026

OBJECTIVE

- The Member Accounts Representative I, supports accurate member billing, payment processing, service-order administration, capital credits activity, records management, and related cooperative operations. Success requires accuracy, sound judgment, initiative, responsiveness, and working knowledge of cooperative practices, policies, and organization. This position will promote safe working conditions through adherence to all established safety rules and practices, and maintain the cooperative's goodwill with its members, directors, employees, affiliated organizations, and general public.

RESPONSIBILITIES

Billing and Member Account Administration-30%

- Review member accounts, service orders, meter records, and bill calculation reports to verify billing accuracy.
- Prepare and process billing adjustments and communicate with members.
- Determines rate classification for new services for billing.
- Review accounts, service orders, and meters to verify billing charges are accurate.
- Communicates with Member Service Representatives and members concerning billing adjustments and inquiries, capital credits and estate retirements.
- Reviews bill calculation reports and runs monthly billing process for each cycle.
- Monitors billing messages and communication.
- Maintains membership fees, refunds, and member voting records.

Service Orders, Metering, and Systems-30%

- Process service orders, including but not limited to, tenant changes, disconnects, reconnects, new services, service improvements, off-peak, and light maintenance for meter and billing accuracy.
- Process meter and transformer changes, meter readings and off-peak load information from service orders.
- Monitors metering software for meter issues.
- Supports meter tampering or other meter issue processes.

Payments, Deposits, and Mail Processing-20%

- Monitors credit balances, research misapplied payments, makes needed adjustments, and/or coordinates with accounting to resolve balancing issues.
- Supports all payment processes.
- Supports collection processes including penalty, collection letters, monitoring payment arrangements/assistance guarantees, disconnects/reconnects process, and reporting.
- Prepares the daily bank deposit and cash sheet, and coordinates pick up of deposit with couriers.

Capital Credits, Records, and Member Support-15%

- Apply knowledge of capital credits when responding to member inquiries and processing estate retirements.
- Research, process, and maintain information for estates.
- Support capital credits processes.

Other duties (5%)

- System administrative tasks, including but are not limited to, SmartHub, Messenger, Document Vault, Meter Data Management, Appsuite, IVUE Connect, and IVUE.
- Answer incoming member inquiries as needed and provide accurate, courteous assistance.
- Performs other duties and assumes responsibilities as required.

RELATIONSHIPS

- Member Accounts Lead—to function under his/her direction, keeping him/her informed of all procedures or of any other matters relative to the job; and to receive guidance and all necessary approvals.
- Member Services Manager—to coordinate and receive guidance and keep him/her informed of all procedures and of any other matters related to the job.
- Office Employees and Line Crews—to be courteous and to work with them to achieve a high degree of efficiency and productivity on the job.
- Members—to maintain a courteous and cooperative relationship with all members and to assist them in meeting their needs.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Degree or certificate from a college or technical school in a related field desired; or related experience and/or training; or equivalent combination of education and experience required.

Qualifications

- Demonstrated experience with customer or member accounts, billing, payment processing, data entry, records administration, or a related operational function.
- Proficiency using business software and the ability to learn multiple specialized utility and member-information systems and adapt to changing technology.
- Ability to review detailed financial and operational information, identify discrepancies, and coordinate timely resolution.
- Commitment to protecting confidential information and providing dependable member service.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write routine reports and correspondence.
- Ability to effectively present information in one-on-one and small group situations to members, clients, and other employees of the organization.
- Ability to manage changing priorities and tolerate ambiguity.
- Ability to manage multiple on-going activities and work independently.
- Ability to identify problems and implement effective solutions.
- Ability to handle confidential matters with utmost sensitivity.
- Ability to interpret and apply commonsense understanding in order to carry out instructions furnished in written, oral, diagram, or schedule form.
- Ability to perform works with utmost accuracy.

Requirements

- High degree of accuracy and attention to detail in billing, payment, account, and recordkeeping activities.
- Ability to exercise initiative, sound judgment, discretion, and confidentiality.
- Strong research, problem-solving, reconciliation, and follow-through skills.
- Clear and professional communication with members, estates, coworkers, managers, and external service providers.
- Ability to organize competing priorities and complete recurring daily and monthly processes on schedule.
- Ability to learn and apply cooperative practices, policies, procedures, rates, systems, and organizational knowledge
- A valid Minnesota driver's license is needed to operate BEC vehicles.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk, reach with hands and arms; and to stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually quiet to moderate.

Disclaimer

The duties identified above cover the major responsibilities of this position. These are not intended to cover each and every aspect of the position. At times, the scope and responsibilities of any given position may change or be temporarily altered and the employee may be required to perform additional or different tasks. The basic requirement of every position with Beltrami Electric Cooperative is to perform all tasks as assigned by the Supervisor.

NOTE: All job specifications and applicant qualifications will be reviewed to assure compliance with the Americans with Disabilities Act.

Manager/Supervisor _____

Date: _____

Employee _____

Date: _____