



Iowa Office

Street Address: 24049 Highway 9, Cresco, IA 52136

Mailing Address: PO Box 90, Cresco, IA 52136


Local: 563.547.3801 | *Fax:* 563.547.4033

Minnesota Office

Street Address: 31110 Cooperative Way, Rushford, MN 55971

Mailing Address: PO Box 626, Rushford, MN 55971

Local: 507.864.7783 | *Fax:* 507.864.2871

Your Touchstone Energy® Cooperative 

This institution is an equal opportunity provider and employer.

Toll-Free: 800.432.2285 | **Website:** www.MiEnergy.coop

June 21, 2024

Billing Representative/Receptionist - Rushford

MiEnergy Cooperative is seeking applications for a Billing Representative/Receptionist position. A partial list of responsibilities includes: Assists the Billing Department with all aspects of member account requests including walk-in, phone or mail support, handling member concerns and questions and processing payments. Assists with the credit and collection of members' accounts.

A complete job description can be obtained with an application from June Vitse.

If June is not available, please see Adrienne Lofgren.

Qualifications include:

- High school graduate required, associate's degree in business administration preferred or a minimum of 5 years' experience in customer service.
- Ability to work without direct supervision.
- Ability to follow oral and written instruction. Strong aptitude for computer software applications.
- Residency requirements are to reside within the MiEnergy service territory.
- This position will report to the Rushford office.

This is an hourly non-union position. Compensation is based on education and experience.

Applications will be accepted until the position is filled.



COOPERATIVE

Your Touchstone Energy® Cooperative 

Position Description

Billing Representative/Receptionist

I. Objective:

To provide maximum service to our members by providing prompt and efficient response to requests for service or information. To help promote cooperative programs, rates and activities by being able to inform and advise our members about the operations of MiEnergy Cooperative.

To assist in providing complete and accurate bills for member accounts and keep all transactions and pertinent data updated and current.

To provide assistance in other departments where needed.

II. Reporting Relationship:

Reports to: Manager of Billing/Collections

III. Responsibilities:

1. Assists the Billing Department with all aspects of member account requests including walk-in, phone or mail support, handling calls regarding high bill complaints, process payments, rebate programs, etc.
2. Assists with information for billing account changes including transfers, service orders, capital credits and any field equipment changes relevant to the accurate billing of members' accounts.
3. Assists with the credit and collection of members' accounts.
4. Performs other duties as may be requested by management.

IV. Education and Experience:

1. High school graduate required. Associate degree in business administration preferred or a minimum of five years' experience in customer service.
2. Must be proficient in data processing software including Microsoft Word, Excel, and Outlook.
3. Must have a thorough working knowledge of general office practices, record keeping, telephones, computers and possess strong organizational skills along with attention to detail.
4. Must have considerable skill in effectively dealing with a variety of people under difficult circumstances. Should be able to communicate information over the phone. Must have the ability to express oneself in writing and verbally. Must be able to compose correspondence and use basic information and data in developing reports.
5. Must be able to be both self-directed and work effectively within a team environment.
6. Must be able to multi-task.

* Knowledge and skills required for the position are subject to change without notice.

V. Activities Performed by all Cooperative Employees:

1. Observe all safety rules.
2. Keep informed of all Cooperative plans, policies and programs.
3. Keep supervisor informed of all activities.
4. Exercise reasonable care in the use of and security of all Cooperative assets.
5. Make every effort to serve all customers courteously, efficiently, and respond appropriately to their inquiries.

VI. Working Conditions:

1. This is an inside position with normal office conditions having regular hours of work with irregular volumes of activity. Some overtime may be required.
2. Occasional travel outside the Cooperative's service area for meetings and other events that may require overnight stays away from home. Attendance at evening and weekend events may be required.
3. Travel within the Cooperative's service area for employee meetings will be required.

4. Travel between offices to fulfill monthly staffing needs will be required.
5. Travel between offices for training purposes will be required.

VII. Key Competencies:

1. Member Focused – Enjoys helping others, is friendly, listens and responds promptly to member concerns and complaints and follows through to ensure commitments are met. Manages difficult or emotional member situations. Solicits feedback to improve service.
2. Problem Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Generates creative solutions, develops innovative approaches and ideas, and demonstrates attention to detail.
3. Technical Skills – Pursues training and development opportunities to continuously build knowledge and skills and shares expertise with others.
4. Communication Skills – Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions and participates in meetings.
5. Written Communication – Writes clearly and informatively, edits work for grammar and spelling, and varies writing style to meet needs.
6. Teamwork – Exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team, and supports everyone's efforts to succeed.
7. Leadership – Inspires and motivates others to perform well, includes appropriate employees in planning and decision-making, takes responsibility for employees' activities, makes himself/herself available to employees, develops employee's skills and encourages growth, gives appropriate recognition to others and continually works to improve work environment and leadership skills.
8. Ethics – Treats people with respect, keeps commitments, accepts responsibility for own actions, inspires the trust of others, works with integrity and upholds organizational values.
9. Organizational Support – Follows policies and procedures, supports company goals and values, promotes a harassment-free environment, supports affirmative action and respects diversity.
10. Confidentiality – Uses discretion and maintains high levels of confidentiality in sensitive and personal matters related to the function. Follows all procedures and regulations on the sharing of member account information to others not authorized to receive the information.
11. The Member Service Representative is required to maintain a valid Class "C" Driver's License with a driving record that enables insurability.

VIII. Wage and Salary:

This is an hourly non-union position.

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by the Cooperative’s Chief Operating Officer or the Manager of Billing/Collections.

This job description does not constitute a written or implied contract of employment.

Reviewed and Approved By:

Chief Financial Officer
MiEnergy Cooperative

Date

I acknowledge receipt of this position description.

Date

Employment Application



Your Touchstone Energy® Cooperative 

MiEnergy Cooperative places great emphasis on customer service, teamwork, problem solving, and innovation. We look for people who exemplify these qualities and are willing to work hard for our membership. **MiEnergy Cooperative** is an equal opportunity employer.

All new hires are subject to background checks, including driving records. Passing physical and drug screenings are requirements for all new employees. (MiEnergy Cooperative covers all costs involved)

Applicant Name _____

Today's Date _____

Personal Information (Please Print Clearly)

Last Name	First Name	Middle Name
Street Address _____		
City _____	State _____	Zip Code _____
Previous address if less than 5 years at current address _____		

Home Phone _____	Work Phone _____	
Fax _____	E-Mail _____	

I understand that upon employment, proof of legal right to work in the United States and completion of I-9 form will be required.

Are you eligible to work for any United States employer at this time? Yes No

If you are under 18 years of age, do you have a work permit? Yes No

Do you have a valid driver's license? Yes No License # _____ Expires _____

Do you have a valid Commercial Driver's License (CDL)? Yes No License # _____ Expires _____

Can you travel if the position requires travel? Yes No

If you have ever worked under or earned degrees under another name, please list below:

Last Name	First Name	Middle Name
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Position Desired

Position Applied for _____

How did you learn of this vacancy? _____

Salary Desired (Annual) \$ _____ Date Available _____

Have you previously been employed by *MiEnergy Cooperative* or another electric cooperative? Yes No

If yes, indicate position, department, and dates: _____

Do you have any relatives employed at *MiEnergy Cooperative*? Yes No

If Yes, who? _____

MiEnergy Cooperative is an equal opportunity employer and recruits, advertises, employs, promotes, transfers, disciplines, and discharges without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, or veteran status.

Education and Training

Indicate Last Level of Education Completed

High School 1 2 3 4 College or University 1 2 3 4 Graduate School 1 2 3 4

Type of Education	Name and Location (City, State, Country)	GPA	Did you graduate?	Major and Minor	Degree Earned

Professional certifications and licenses (such as CPA, or P.E.)

Computer skills (software programs, hardware, operating systems)

Other skills or experience that are pertinent to the job applied for

Employment History (Please Print Clearly)

MUST BE COMPLETED EVEN IF ATTACHING YOUR RESUME.

List your last three employers with the most recent first.

If you are currently employed, may we contact your employer?

Yes

No

Previous Employer _____

Dates Employed—From _____ To _____
Month/Year Month/Year

Contact's Phone Number _____ Address _____

Supervisor's Name _____ Supervisor's Job Title _____

Your Job Title _____

Your Duties _____

Reason for leaving _____

Previous Employer _____

Dates Employed—From _____ To _____
Month/Year Month/Year

Contact's Phone Number _____ Address _____

Supervisor's Name _____ Supervisor's Job Title _____

Your Job Title _____

Your Duties _____

Reason for leaving _____

Previous Employer _____

Dates Employed—From _____ To _____
Month/Year Month/Year

Contact's Phone Number _____ Address _____

Supervisor's Name _____ Supervisor's Job Title _____

Your Job Title _____

Your Duties _____

Reason for leaving _____

Professional References (Please list only references that we may contact at this time)

Name	Title	Company	Phone Number
			Home
			Work
			Home
			Work
			Home
			Work

Affidavit

Nonbinding Application and Interview Process: I understand that this application will be reviewed, but nothing in this application or any other documents or in the employment evaluation process shall be construed as either an offer or contract of employment or an obligation on the part of *MiEnergy Cooperative* to provide any benefit to me.

Employment-At-Will: I understand that if I am offered employment my employment and compensation can be terminated with or without cause, and with or without notice, at any time, at the option of either *MiEnergy Cooperative* or myself.

I hereby declare that my statements on this application and on my resume or documents provided by me to *MiEnergy Cooperative* are true and correct to the best of my knowledge. I acknowledge and agree that providing any false information may result in a decision not to hire me, or if hired, may result in the termination of my employment. I also authorize investigation of these statements. This investigation may include employment history, reasons for leaving previous employers, criminal record, credit record, driving record, social security number investigation, and degree/certificate verification. I hereby release *MiEnergy Cooperative* from all liability for any damages resulting from the information obtained. This application shall be considered active for a period of time not to exceed 180 days.

APPLICANT'S SIGNATURE _____