

FAIRFIELD ELECTRIC COOPERATIVE, INC.
BLYTHEWOOD, SC

POSITION DESCRIPTION
CSR I - CASHIER
OFFICE DEPT. - GRADE 5
2020

I. RESPONSIBILITIES:

- A. To receive payments, make change, account for receipts, and perform related consumer accounting and collecting activities.
- B. To assist as backup to CSR II - Call Center.
- C. To answer inquiries and provide information for members.
- D. To foster favorable member and public relations.
- E. To maintain required records and reports, provide receptionist services, and perform related activities.
- F. Taking payments over the counter and at the drive thru window.
- G. Opening the mail and night deposit, posting these payments, and running totals on payments and batches.
- H. Assisting with coordinating workflow with CSR Billing or CSR Service Administrators and reporting any changes needed in daily workload distribution.
- I. Preparing service orders.
- J. Answering telephones and directing calls as appropriate.
- K. Balancing cash drawer.
- L. Answering questions and inquiries from consumers.
- M. Encouraging members to participate in cooperative programs.
- N. Training new personnel when necessary.
- O. Assisting in annual meeting activities as needed.
- P. Various other duties and special projects as assigned.

II. RELATIONSHIPS AND CONTACTS:

- A. Reports To: Manager of CIS / Billing
- B. Directed by: CSR Billing & Service Administrators
- C. Directs: None

III. MENTAL AND PHYSICAL REQUIREMENTS:

The mental and physical requirements for this position include, but are not limited to the following:

- A. Must be able to follow verbal and written instructions.
- B. Must have the aptitude to logically and objectively evaluate obstructions and impediments to plans and programs, make rational independent decisions, and develop reasonable solutions to problems.
- C. Must have the ability to effectively interact with other cooperative personnel, business and industry representatives, cooperative members, and the general public.
- D. Must have the ability to read computer screen in performing assigned operations.
- E. Must possess the manual dexterity to operate keyboards and other office equipment to perform data input, computer operations, and other related activities.
- F. Must have the ability to perform mathematical computations necessary to account for collections, balance accounting records, make change, and perform other related activities.
- G. Must be able to effectively utilize a telephone and two-way radio in executing the position's assigned duties.

IV. EDUCATION, EXPERIENCE, AND REQUIREMENTS:

- A. High School Diploma or equivalent with two years related experience. Additional office training preferred.

Notice: All of the essential functions listed for this position do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of any given position may change or be temporarily altered based on the business needs of Fairfield Electric Cooperative, Inc. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Notice: All requirements are subject to possible modification to reasonable accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or others.