

**JOB ANALYSIS WORKSHEET**  
**FLINT ELECTRIC MEMBERSHIP CORPORATION**  
**P. O. BOX 308, 3 SOUTH MACON STREET, REYNOLDS, GEORGIA 31076**

<b>JOB POSTING</b>	<b>EXTERNAL POSTING</b> <i>(Individuals meeting the following requirements are eligible to apply.)</i>
<b>JOB TITLE</b>	<b>MEMBER SOLUTIONS REPRESENTATIVE I (Call Center) – Two Positions Available</b>
<b>JOB LOCATION</b>	98 Carl Vinson Parkway, Warner Robins, GA
<b>JOB CLASSIFICATION</b>	Inside Job; Non-Exempt
<b>SUPERVISOR</b>	Supervisor of Member Solutions
<b>LAST DATE REVIEWED</b>	April 2024
<b>JOB SUMMARY</b>	Involved in taking high call volume and high office traffic to complete service orders/applications and encodes information into multiple computer programs. Coordinates billing solutions and promotes the sale of various Flint services. Engages with members to explain bills, offer energy conservation ideas and help members understand energy usage, along with finding the best solutions. Encodes payments, collects monies and balances cash drawer when needed. Provides excellent member service at every opportunity. Performs other associated duties as needed. <b>Note:</b> Must be in MSR I position for a minimum of 2 yrs. and meet all competencies before advancing to MSR.
<b>EDUCATION / EXPERIENCE</b>	<b>Required:</b> <ul style="list-style-type: none"> <li>▪ High school diploma or equivalent.</li> <li>▪ 5 years' progressively responsible experience dealing with customers by phone and personal contact (preferably electric utility or other public utility).</li> <li>▪ Experience in handling money and balancing a cash drawer.</li> <li>▪ Computer experience with proficiency in data entry and Microsoft Windows 7.</li> </ul> <b>Preferred:</b> <ul style="list-style-type: none"> <li>▪ Experience working in a multitasking Call Center environment with high call volume.</li> <li>▪ Experience utilizing customer service billing software.</li> <li>▪ Experience handling one-on-one adverse situations with customers.</li> <li>▪ Bi-lingual with Spanish as a second language</li> </ul>
<b>KNOWLEDGE / INTERPERSONAL SKILLS</b>	<b>Required:</b> <ul style="list-style-type: none"> <li>▪ Ability to use and maneuver between multiple databases and computer programs.</li> <li>▪ Ability to analyze, learn and explain electric utility services to customers.</li> <li>▪ Ability to handle high call volume.</li> <li>▪ Attention to detail and accuracy in handling money, working with figures, completion of paperwork, inputting data and interpretations.</li> <li>▪ Proficiency in data entry and ability to conform to a rapidly changing technological environment.</li> <li>▪ Math skills to add, subtract, multiply, divide and perform calculations.</li> <li>▪ Skills to operate office machines including calculator, copy machine, fax and computers.</li> <li>▪ Positive attitude and willingness to be a team player in support of exceptional internal and external customer service, which should be evidenced from prior work experience.</li> <li>▪ Excellent interpersonal skills including listening, verbal and written communications.</li> <li>▪ Willingness to support company goals and objectives.</li> <li>▪ Strong work ethics including motivation, initiative, punctuality and attendance.</li> <li>▪ Ability to carry out daily duties in a professional manner.</li> <li>▪ Ability to converse effectively and pleasantly with members, co-workers and personnel in other departments to obtain information and explain bills.</li> <li>▪ Knowledge of proper use of English language.</li> <li>▪ Knowledge of e-mail etiquette and ability to converse properly through written communications.</li> </ul> <b>Preferred:</b> <ul style="list-style-type: none"> <li>▪ Familiarity with the Flint EMC service area.</li> </ul>
<b>WORKING HOURS</b>	8:00 a.m. to 5:00 p.m., Monday through Friday with one hour for lunch. Hours may stagger, such as 7:30 a.m. to 4:30 p.m., 8:30 a.m. to 5:30 p.m. Must be willing to work overtime as needed.
<b>OTHER</b>	Must have and maintain a valid driver's license. Must be willing to work in other district office locations as needed.
<b>APPLYING FOR JOB</b>	<ul style="list-style-type: none"> <li>▪ Qualified external applicants may print an application from our website, <a href="http://www.flintenergies.com">www.flintenergies.com</a>, or pick up an application from our offices at 98 Carl Vinson Parkway, Warner Robins, GA or 3 South Macon Street, Reynolds, GA. <b>The deadline for external applications is 5:00 p.m., Wednesday, May 8, 2024.</b></li> <li>▪ Contacts: Kathy Parrish 478-847-5143, <a href="mailto:kparrish@flintemc.com">kparrish@flintemc.com</a> or Chelsea Payne 478-218-5582, <a href="mailto:cpayne@flintemc.com">cpayne@flintemc.com</a></li> </ul>

**FLINT EMC IS AN EOE/AA: MINORITES / FEMALES / VETERANS / DISABLED**  
**DRUG FREE / SMOKE FREE WORKPLACE**

Posted 04/24/24

**PHYSICAL DEMANDS FOR ESSENTIAL FUNCTIONS  
MEMBER SOLUTIONS REPRESENTATIVE I**

<b>ALERTNESS &amp; CONCENTRATION</b>	Must be able to concentrate on several things at one time. Be alert to give and exchange information.
<b>ABILITY TO DEAL WITH STRESS</b>	Must be able to work with deadlines, handle tense situations, resolve complaints and control anger and attitude.
<b>VISION</b>	<u>Near Visual Acuity</u> - Necessary for operating various office equipment. Must be able to see a computer screen, keyboard and read all types of paperwork. Must be able to identify money. <u>Color Vision</u> - As necessary for recognizing appropriate forms.
<b>HEARING</b>	(Normal Tones) Hears and comprehends spoken conversation over telephone and in person.
<b>SPEECH</b>	Speaks loudly and clearly enough to be accurately understood. Voice must be pleasant, tactful, and professional.
<b>SITTING / STANDING</b>	Work is at counter level - can rotate between sitting and standing to work. Must be able to use (get on & off) stools with back support and footrest.
<b>WORKER MOBILITY / WALKING</b>	Can change positions at will. Minimal amount of walking not exceeding 150 feet.
<b>LIFTING / CARRYING</b>	Occasionally lifts files, printouts or boxes of paper. Seldom anything over 40 pounds.
<b>PUSHING / PULLING</b>	Required to open/close desk drawers and file cabinets and add paper and supplies to copiers and printers. To sit on stool, must be able to push or pull upward or downward approximately thirty inches.
<b>BENDING</b>	Bends from neck for talking on telephone. Bends from waist to retrieve documents in files and desk drawers.
<b>REACHING / HANDLING</b>	Wrist, hand, and arm use is continuous for writing and using a computer, telephone, calculator, copier and opening doors. Overhead reach is intermittent.
<b>TWISTING / CLIMBING / CRAWLING</b>	Intermittent.
<b>ENVIRONMENTAL FACTORS</b>	Job is located indoors in a heated/air-conditioned building. No noise, light, fumes, or dust hazards present.
<b>MACHINES / TOOLS/ EQUIPMENT</b>	Computer, cash drawer, telephone, calculator, fax, copier, paper, pens, pencils and stapler.
<b>SAFETY EQUIPMENT / SAFETY LOSS CONTROL PROCEDURES</b>	No safety equipment required. Follows prescribed safety rules. Obtains and maintains CPR and Defensive Driving Certifications.
<b>DRUG TEST / PHYSICAL EXAM</b>	Drug test required for pre-employment and random thereafter. Employment entrance physical exam required.

Requirements are subject to possible modification to reasonably accommodate individuals with disabilities provided it does not pose a direct threat or significant risk to the health and safety of themselves or other employees.