

## Position Description

<b>Position Title:</b>	Part-time Receptionist
<b>Reports to:</b>	Chief Financial Officer (CFO)
<b>Classification:</b>	Non-Exempt
<b>Position Type:</b>	Part-time, Non-Union

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### Position Summary:

The Part-time Receptionist will perform a variety of clerical, computer, and general office duties.

### Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assist members and/or customers, both on the phone and in person.
2. Answer telephone, direct calls, and take messages.
3. Receive and process member payments through mail and the front counter.
4. Balance and prepare daily bank deposits.
5. Issue and receive requests for connects/disconnects, meter exchanges, or changes in electric service.
6. Perform miscellaneous typing and clerical work.
7. Learn and comply with all company and safety policies, procedures, rules, and regulations.
8. Attend training courses as well as other courses relating to area of work (overnight stays may be required).
9. Provide efficient, courteous service to members and visitors.
10. Perform all other duties that may be assigned by the CEO or his designee.

### Competencies:

The knowledge, skills, and behavior required for successful job performance.

#### *Core Competencies*

- Business Acumen: Integrates business, organization and industry knowledge to one's own job performance.
- Personal Effectiveness: Demonstrates a professional presence and a commitment to effective job performance.
- Interaction with Others: Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Problem-Solving: Exercises good judgment to make well-informed decisions and to develop and implement effective solutions.

#### *Role-Specific Competency*

- Member/Customer Focus: Treats members and customers as a priority, being proactive in anticipating their current and potential future needs; effectively educates members and customers about services provided; maintains composure at all times, even after difficult interactions; displays empathy in difficult situations, treating each member and/or customer individually based on the situation; builds and maintains positive relationships with both internal and external customers; maintains the "United" image, providing a uniform message without placing blame on team members.

### Required Education and Experience:

1. Education: High school diploma

2. Experience: One to two years of customer service experience.
3. Skills: Have or acquire an effective working knowledge of all office procedures, practices, and equipment; have or acquire a thorough knowledge of first aid and CPR.

**Preferred Education and Experience:**

1. Education: Associate's degree
2. Experience: Two or more years of customer service experience.

**Supervisory Responsibilities:**

This position has no supervisory responsibility.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand, walk, kneel, crouch, and/or sit for prolonged periods of time; employee must be able to lift and carry up to 20 pounds.

**Working Conditions:**

This is a part-time position. This position will report to the Savannah office location but may be required to commute to the Maryville location on occasion. This position must be able to work flexible hours throughout the work week. The work week will be Monday through Friday working a total of 18 hours per week. This position is required to work mornings during the two days per month when payroll is processed. This position may be required to work nights and weekends to support the cooperative during events or emergencies.

**Other Duties:**

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time or without notice. This position description is not deemed an employment contract and does not waive the employment at-will doctrine governed by the state of Missouri.

Failure to fulfill the requirements of this position description, changes in economic conditions, changes in operational policies or procedures, and/or other conditions or reasons may result in the elimination of this position and/or employee termination.

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Employee Signature

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Date