

Rio Grande Electric Cooperative, Inc.

**CUSTOMER SERVICE REPRESENTATIVE I
Job Specifications**

Job Knowledge, Training and Experience: High School Graduate or equivalent. A knowledge of Rio Grande Electric's Tariff and collection policies and procedures must be acquired within a reasonable time span. Must learn and comply with Cooperative's Safety Rules and Procedures. Must be or become certified in first aid and cardiopulmonary resuscitation.

Abilities and Skills: Must be able to carry out a variety of activities which require a high degree of accuracy and attention to detail. Position requires on-going contact with member-consumers under various circumstances which require tact and diplomacy. Must be able to explain Cooperative's policies and procedures. Must be able to utilize computer terminals, personal computers and related office equipment. Must be familiar with word processing software and must be able to learn new computer software programs as they come into use at the Cooperative. Must possess good interpersonal skills including the ability to maintain a harmonious relationship with all Cooperative personnel and the members. Must possess oral and written communications skills in the English language. Proficiency in the Spanish language is most helpful. Must be able to communicate via satellite radio. Must possess a valid Texas Driver's License and be insurable with the Cooperative's insurance carrier.

Working Conditions: Office environment. Non-exempt position. Overtime may be required. To ensure all employees are provided with drug free and alcohol free working conditions, pre-employment, post accident, reasonable cause and random drug and alcohol tests are conducted on all employees.

Is there anything that would keep you from meeting the job requirements as outlined above?

Yes No

Signature and Date