

**Empire Electric Association, Inc.**  
**Job Description**

**JOB TITLE: Consumer Services Representative**

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EXEMPT: No  
SALARY LEVEL: \$19.54 – \$32.09 / per hr  
SHIFT: varies  
LOCATION: Cortez, CO  
REPORTS TO: Consumer Services Coordinator

JOB CODE: 21-3531  
DIVISION: Office Clerical  
DEPARTMENT: General Office

PREPARED BY: Shawna McLaughlin  
APPROVED BY: Chris Snyder

Wages as of: DATE: 1/1/2026  
DATE: 2/17/2026

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**SUMMARY:**

Receives payments from and provides exceptional service to the consumers and the Cooperative by rendering prompt, accurate, and courteous service. Is thoroughly familiar with Cooperative rates, Rules and Regulations, Cooperative policy and general office procedures. May be required to assist other departments as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned. If other duties are assigned, employee shall have knowledge of area or be given training for other duty.

- Assists customers with inquiries on their bills, receives telephone calls regarding disconnect notices, initiates all levels of Collections' activities including but not limited to placing automated courtesy calls, form letters for delinquency and collection notices, credit deposits, adjustments, pre and post cut-off procedures, and making payment arrangements when necessary. Informs customers of various EEA payment plans or outside assistance programs as applicable to the customer's needs.
- Manages a professional relationship with external collection agencies, submits form letters and accounts as needed, and processes payments received from collection agencies. Reports payments received from customers and capital credit disbursements to the collection agencies.
- Place/take outage notification calls from customers as well as callbacks to insure restoration of power.
- Receives payments through the drive-up window, front desk, by mail or by direct bank deposit. Deposits payments in the bank daily.
- Balance cash drawer daily and provides documentation to Accounting.
- Assists consumers in the preparation of the Application for Service, including third party forms and determination of deposit amount. Mails application for service, when necessary, and follows up on those mailings.
- Educates members on the application process for new construction of services and coordinates applications with the Engineering Department.
- Prepares and dispatches service orders for connects, disconnects and complaints.
- Processes credit deposits; both the payments to the Cooperative and refunds back to the consumer. Prepares form letters for required credit deposits and follows through on collection of those deposits.
- Maintains third party records.
- Processes the Cooperative's mail, both in-coming and out-going.

- Assists with record retention activities.
- Maintains contract assumptions for net-metered services.
- Understands concepts of, and procedures for, processing all Capital Credit records, including retirement of estates. Ability to discuss and explain these procedures and to retrieve an individual member's account information if requested.
- Answers incoming telephone calls providing information, education, and support for all complaints or requests for information and transfers calls to other personnel if necessary or upon request.
- Informs Consumer Services Coordinator of progress, problems anticipated and encountered and suggests corrective actions.
- Assists in preparation for, and at annual meetings, as directed.

### **SUPERVISORY RESPONSIBILITIES:**

None

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE:**

High school diploma or equivalent. A minimum of one year's experience. Verifiable skills in recording and handling cash transactions.

### **LANGUAGE SKILLS:**

- Ability to read and interpret documents such as operating instructions, procedure manuals, etc.
- Ability to speak effectively to consumers and other employees of the organization.
- Ability to write routine reports and correspondence.

### **MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages and to apply these concepts to practical situations.

### **REASONING ABILITY:**

- Ability to solve practical problems.
- Ability to interpret written and oral instructions.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

Must have a valid Colorado driver's license.

### **OTHER SKILLS and ABILITIES:**

- Ability to operate a calculator by touch, rapidly and accurately.
- Ability to type with a minimum number of errors.
- Basic computer knowledge including skills in spreadsheet and word processing programs.
- Must be able to deal discreetly with confidential information.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time to input computer data. Employee is frequently required to reach with hands and arms and to handle, or feel objects, tools and controls when using the telephone, typewriter, calculator, computer and forms burster.

The employee is constantly required to stand and bend to access consumer files. Occasionally needs to stoop and kneel. Frequently is required to walk to printers, files and other equipment.

Talking in an ordinary tone and hearing normal conversation is constantly necessary when communicating with consumers and fellow employees.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

**THIS JOB DESCRIPTION IS NOT INTENDED TO BE ALL-INCLUSIVE. AN EMPLOYEE WILL ALSO PERFORM OTHER REASONABLY RELATED BUSINESS DUTIES AS ASSIGNED BY IMMEDIATE SUPERVISOR AND OTHER MANAGEMENT AS REQUIRED.**

**EMPIRE ELECTRIC ASSOCIATION, INC. RESERVES THE RIGHT TO REVISE OR CHANGE THE JOB RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.**