



# Boone Electric Cooperative

June 5, 2026

## **Member Service Representative**

**BEC currently has an opening for a full-time Member Service Representative in the Front Office. This position will report to the Front Office Supervisor and Office Manager. This position will be responsible for, but not limited to:**

- Maintaining revenue for deposits and delinquent accounts by making payment arrangements, tracking previous agreements, collecting unpaid accounts, contacting members, and referring to utility assistance agencies when appropriate.
- Receiving, verifying, and distributing all connect, disconnect, and transfer requests for electric and associated accounts and dusk-to-dawn lights.
- Processing and filing credit references, adverse action letters, outgoing credit letters, utility releases to real estate agencies, and other related correspondence.
- Receiving daily completed service orders returned by the meter department, file coding, and submitting daily reports on IVUE and related material.
- Maintaining inventory of all connect and disconnect forms, applications, handbooks, etc., and related material.
- Maintaining and balancing a working daily cash drawer.
- Resolving member billing problems by determining the problem and explaining the process and procedures.
- Maintaining a working knowledge of the Cooperative's member programs.
- This position is required to gain the knowledge and skills necessary to provide exceptional customer service to members in all areas of the Front Office.

### **Skills/Knowledge/Abilities:**

- Must possess strong organizational skills, basic accounting and math skills, allocate time effectively, handle multiple tasks and competing priorities, and meet deadlines.
- Must have the ability to build rapport, cultivate relationships, present a positive attitude toward internal and external customers, and maintain composure during stressful situations.
- Must have excellent communication skills, including the ability to convey information clearly and effectively through both verbal and written forms.
- Sets high standards of performance, demonstrates sound business ethics, and maintains confidentiality.
- Proficient in Microsoft Word, Excel, and Outlook software applications.

### **Preferred, but not required:**

- Working knowledge of the Cooperative's connect/disconnect, billing, and cashiering procedures.
- Proficient in iVUE Applications related to connects/disconnects, billing, and cashiering.
- Experience with utility customer service related to connects/disconnects, billing, and cashiering.
- Bilingual in Spanish and English preferred.

Regular and predictable in-office attendance is required. Some overtime may be required. A criminal background check, credit check, and drug test will be conducted after a job offer is made. Boone Electric Cooperative is an equal opportunity employer and a drug-free workplace.

The wage range for this full-time position is \$21.59 to \$31.87 per hour with an excellent benefits package including medical, dental, and vision insurance and a pension plan, and 401k match. If you are interested in this position, please email [HR@booneelectric.com](mailto:HR@booneelectric.com) by **June 26, 2026**, or mail to:

Attn: Human Resources Dept. – MSR  
Boone Electric Cooperative  
P.O. Box 797, Columbia, MO 65205