



**NOTICE OF POSITION OPENING**

**LEAD CONSUMER ACCOUNT REPRESENTATIVE  
Lexington Headquarters**

**March 1, 2023**

Dawson Public Power District will be accepting applications for the position of lead consumer account representative out of the Lexington headquarters.

Please see the attached job description for more detail. The salary range will depend on experience and qualifications. Excellent benefit package included.

Qualified candidates should submit a letter of interest and resume to Lori Christner, Supervisor of Consumer Accounts, via email at [hr@dawsonpower.com](mailto:hr@dawsonpower.com) or mailed to her attention at Dawson Public Power District, PO Box 777, Lexington, NE 68850.

Applications will be accepted until position is filled.

*An Equal Opportunity Employer*



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## JOB DESCRIPTION

### Lead Consumer Account Representative

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Job Title: **Lead Consumer Account Representative**  
Department: **Finance Department**  
Directly Reports To: **Supervisor of Consumer Accounts and Records**  
Reports To: **Manager of Finance and Administration**  
FLSA Status: **Nonexempt**  
Prepared By: **PM, LC, CA – 02/14/23**  
Updated By:

#### **SUMMARY**

Provides back up and support to Supervisor of Consumer Accounts and Records along with the essential duties of the Consumer Accounting Representative position. Assists in providing leadership to the billing department in the absence of the supervisor as needed and directed by the supervisor.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Promotes safe working practices, ensuring all safety rules and company policies are followed.

Essential duties and responsibilities include the following. Other duties may be assigned.

Must possess or obtain general utility knowledge that relates to electrical services, rate options and customer programs.

Assists in making sure all required monthly processes are completed including but not limited to all types of billings, disconnection of services, and recurring monthly payments.

Provides prompt, efficient, and courteous service by answering or coordinating answers to complex customer inquiries or complaints in areas including, but not limited to billing, collections, and other miscellaneous accounts receivables.

Receives and routes phone calls as needed. Responds to customer inquiries, resolves problems and/or routes to appropriate personnel. Issues visitors' passes when required.

Creates and processes all types of orders including transfers, new installations, reconnects, disconnects, retirements and all types of miscellaneous orders.

Shares responsibility with the Supervisor in responding to after hour calls regarding accounts from after-hours call service company when necessary.

Assists auditors as necessary.

Processes, maintains, and updates consumer information and meter and transformer information.

Works closely with field personnel, meter technicians, and engineering.

Prepares/scans documents for retention.

Operates two-way radio to obtain and transmit information.

Assists in training new employees in the department.

Performs other clerical duties as necessary and assigned.

**EXTERNAL RELATIONSHIPS**

*Consumers:* Provides efficient, helpful, and courteous service, resulting in good consumer relations.

*General Public:* Maintains friendly, cooperative relationships with the general public in the performance of these responsibilities so that the image of the District will be a favorable one.

**SUPERVISORY RESPONSIBILITIES**

Will provide supervisory back up in the absence of the Supervisor of Consumer Accounts.

**QUALIFICATIONS**

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**

A high school diploma or general education degree (GED); Bachelor of Science or Bachelor of Arts degree in finance, accounting, business administration, or related field. A combination of an associate degree plus three or more years of relevant experience will be considered. In lieu of degree, an equivalent combination of education, training, accounts receivable experience, and/or related field may be considered. Previous utility and/or customer service environment is highly desirable. Previous supervisory experience is preferred.

**ATTITUDE:**

The employee must believe in and be interested in furthering the District's objectives. He/she must be interested in providing the best service possible for the customers and be willing to work under pressure when the situation requires. Teamwork is a critical component. A positive attitude is required!

**PERSONAL CHARACTERISTICS**

Honesty, integrity, dependability, and a pleasant personality are essential. Must be able to handle confidential information with judgment and discretion. Must be self-motivated and able to work independently. Must be able to make decisions and prioritize work to maintain a smooth workflow within the division. Must have the ability to work with personnel at all levels. Conscientious of coverage in the Billing Department and the ability to work together with fellow employees when taking time off as to not put customer service at risk.

**COMPUTER SKILLS**

This position requires the ability to use office machines such as computers, printers, copiers, calculators, and mobile devices such as iOS or Android based products, in addition to two-way radio equipment. The employee must possess proficient knowledge of basic computer programs, including Microsoft Office (Word, Excel, and Outlook). This position also requires the use of industry-specific programs. Training will be provided for industry-specific software.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**AVAILABILITY & SKILLS**

Must have excellent organizational skills, excellent written and verbal communication skills and the ability to interact effectively with employees and customers. Ability to deal with problems involving several concrete variables in standardized situations.

Normal working hours are 7:30 a.m. – 4:30 p.m., Monday through Friday. Overtime hours may be required as approved by Supervisor of Consumer Accounts and Records. On-time regularly scheduled attendance is required. Tardiness and unexcused absences will not be tolerated.

**CERTIFICATES, LICENSES, REGISTRATIONS**

A valid Nebraska driver's license is required.

**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 frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and 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.

The noise level in the work environment is usually moderate.