



Southwest Tennessee Electric
MEMBERSHIP CORPORATION

Job Title:	Member Services Representative (Floater)	FLSA Status:	Non-Exempt/Hourly
Reports to:	Director of Member Services	Pay:	Negotiable
Training:	Provided	Travel Required:	Required
Position Type:	Full-Time	Date Posted:	August 3, 2026
Location Type:	In-Office	Posting Expires:	August 17, 2026
Location:	STEMC – Jackson, Henderson, Brownsville		
Applications Accepted By:			
EMAIL: To: atipton@stemc.com or sdinkins@stemc.com Subject: Member Services Representative (Floater) – Based out of Jackson office but also work in the Henderson and Brownsville offices as needed.		ONLINE: www.stemc.com/careers	
Job Description			
POSITION SUMMARY Provide effective, reliable service to all members, to promote good member relations, and to maintain accurate, current records on consumer accounts. ESSENTIAL DUTIES AND RESPONSIBILITIES: 1. Memberships and Customer Deposits, to include: a. Collects memberships and customer deposit fees. b. Maintains membership/customer deposit system. c. Issues Bylaws and Rules and Regulations. d. Collects information and acquires signature on application for service form. e. Generates pend order for new consumers' electric service. f. Enters data into Excel and accounting programs as needed. 2. Accounts Receivables, to include: a. Posts and balances member payments into cash register system. b. Collects miscellaneous cash payments. c. Balances cash box and completes required daily cash reports. d. Balances kiosk machines against kiosk reports as needed. e. Enters and notifies consumers of returned checks. 3. Collection of Delinquent Accounts, to include: a. Maintains the Active Non-Pay list and non-pay status in Calls Manager System. b. Identifies and transfers past due/inactive accounts to active accounts.			

- c. Reviews accounts and verifies monthly write-off amounts before write-off process.
 - d. Complete write off exception report monthly
- 4. Customer Information Systems, to include:
 - a. Generates and completes pend orders in computer.
 - b. Enters and maintains member banking information for bank draft members
 - c. Enters and maintains Levelized Billing program.
 - d. Enters and maintains security lights on consumer accounts.
 - e. Enters and maintains tax district codes.
 - f. individual consumer account information (change of addresses, telephone numbers, etc.).
- 5. Customer Billing, to include:
 - a. Verifies and corrects meter reading records for billing.
 - b. Calculates and enters billing adjustments.
 - c. Allows or applies penalties to accounts.
- 6. Customer Service, to include:
 - a. Handles members/consumers inquiries or complaints.
 - b. Promotes good customer relations (inter-office/telephone).
 - c. Handles telephone and radio communications.
 - d. Types correspondence or documents as required.
- 7. Member Services/Marketing Programs, to include:
 - a. Promotes involvement in marketing programs.
 - b. Registers member/consumers for programs.
- 8. Electrical Inspections, to include:
 - a. Ability to check the purchase of and status of electrical permits on the State of TN website.
- 9. Petty Cash (Except Brownsville office), to include:
 - a. Disburses and reconciles petty cash.
 - b. Submits monthly report to accounting section.
- 10. Employment Applications, to include:
 - a. Accepts employment applications.
 - b. Submits to Human Resource Department.
- 11. Facility Entry, to include:
 - a. Receives packages shipped UPS, FedEx, DHL.
 - b. Identify visitors and/or delivery personnel and grant access as appropriate.

WORKING RELATIONSHIPS:

INTERNAL

- 1. Office Supervisor
- 2. Director of Member Service
- 3. V.P. of Finance and Member Services
- 4. Billing Coordinator
- 5. Accounting Department
- 6. Marketing and Energy Services Department
- 7. AMI Administrator
- 8. Engineering Coordinator
- 9. Locator
- 10. Forester
- 11. Collector

12. Line Foreman
13. Line Crew
14. Other District offices

EXTERNAL

1. Consumer- Members
2. CSA
3. State Electrical Inspector
4. Bank Personnel
5. Sales Representatives/Visitors

EQUIPMENT USED:

Personal computer/Computer Terminal, printer, typewriter, calculator, fax machine, cash register.

SOFTWARE USED:

CSA Customer Information System; Electronic Cash Register System; Microsoft Word, Excel and Outlook.

EDUCATION DEGREES, CERTIFICATES, LICENSE, AND/OR TRAINING:

Required: High school diploma or equivalent

Preferred: Formal education in accounting, bookkeeping, or related subjects.

MINIMUM REQUIRED EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES:

1. One to two years' experience, to include customer service and keeping accurate records involving the accounting of monies or equivalent.
2. Working knowledge of records, filing systems and accounting practices and procedures.
3. Working knowledge of equipment and software used in position.
4. Good math skills.
5. Ability to communicate effectively, both orally and in writing.
6. Ability to account for and handle monies accurately.
7. Ability to work independently
8. Ability to plan and organize work.
9. Good penmanship.

PHYSICAL DEMANDS

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties. Visual acuity, manual dexterity, sitting for extended periods of time, occasional standing, walking, stooping, bending, and lifting to twenty pounds.

WORKING CONDITIONS

Inside work in heated/air-conditioned office. 4 days – 9 hours, 1 day – 4 hours, 40-hour work schedule.

Overtime is approved by management.

This position description is not intended to be all-inclusive. An employee will also perform other reasonable related business duties as assigned by immediate supervisor and other management as required.

STEMC reserves the right to revise or change the description and specifications as the need arises. This position description does not constitute a written or implied contract of employment.

Effective Date	03/2026
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