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**CENTRAL ELECTRIC  
COOPERATIVE, INC.**

**JOB POSTING**

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**New Job Opening Announcement**

**Date:** July 22, 2010  
**Position:** Customer Service Representative  
**Department:** Customer Service  
**Starting Date:** Immediate  
**Salary:** Commensurate with experience and abilities

**Requirements:** Provide customer service to members including phones, outage response, personal contact, credit assistance, high bill complaints, name changes, and payments.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Pleasant and professional appearance and manner
- Willingness to work with customers and help resolve concerns and issues.
- Answer questions with tact and accurate information
- Heavy inbound call volume and moderate outbound
- Consistent ability to provide accurate information to customers
- Cash handling, balancing, accounting, general computer and MS Office
- Positive and professional phone etiquette
- Ability to protect and preserve customer's data and personal information
- Ability to navigate IVUE, accounts, intranet and internet
- High School diploma or GED required with skills in MS/basic computing
- Must hold valid State of Oregon Driver's License
- Answer and respond to member queries and requests for information
- Other customer service duties as assigned

**QUALIFICATIONS:**

- Minimum qualifications: High School diploma; fully competent in customer service, CIS, MS Office, Electronic Filing systems and payment processing
- Excellent written and verbal communications skills: Must have the ability to professionally communicate with internal and external customers

**Contact:** CEC-COOP.com **or** mail to CEC, PO BOX 846, Redmond, OR 97756  
**Deadline:** Close of business – July 30, 2010