



Job Posting #:	27BG11062023	Posting Type:	External
Job Title:	Distribution Design Representative	Grade/Classification:	Grade 8/Non-Exempt
Department:	Distribution Design	Location:	Bowling Green, VA

JOB DESCRIPTION

OVERVIEW

The Distribution Design Representative will provide maximum customer service by rendering prompt, efficient and courteous service that will promote good will between the Cooperative and its members.

ROLE AND RESPONSIBILITIES

- Receives and processes member requests for new services
- Reviews jobs subject to release for construction to verify all support documents are correct
- Informs consumer or field engineering personnel where further action is needed
- Answers member requests relating to scheduling, paperwork, etc.
- Other duties as assigned

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Candidate will possess a High school diploma or GED (General Equivalency Diploma) required with a general business course curriculum or equivalent preferred. 3 years' experience in general secretarial work is preferred including experience in communicating with the public with 9 to 12 months experience working with Rappahannock Electric Cooperative policies and procedures.

Must have a thorough knowledge of general office skills, verbal communication skills with the public and develop a working knowledge of the cooperative's electronic information systems and the REC "Terms and Conditions for Receiving Electric Service". Must possess basic computer skills, to include a strong working knowledge of Microsoft Office products, including, but not limited to: Outlook, Excel, Word and PowerPoint as required. Must be able to perform general office skills including: create correspondence and forms, perform general filing, and strong verbal communications and telephone skills in dealing with the public.

Must be able and willing to develop a working knowledge of Cooperatives Integrated Systems to include and not limited to the following, Work Management Information System, Geographic Information System, Customer Information System, Apparatus Inventory System and Outage Management System. Must have ability to simultaneously enter data while speaking with customers on the telephone. Must have the ability to communicate with and develop good working relationships with fellow employees and customers.

Work schedule will be within a general business office environment with overtime required during times of storm damage or in times of heavy workload. Occasional travel for meetings, seminars and conferences may be required.

HOW TO APPLY

Internal Applicants: Interested parties should submit an internal application via the HR HUB OR resume via rechr@myrec.coop.

Applicants: Use our <https://www.myrec.coop/careers> to apply for the opportunity. Please indicate the Job Posting ID #27BG11062023

Deadline: Friday, April 26th @ 5:00PM EST

***The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of personnel so classified.**