

OFFICE MANAGER

Cherry Todd Electric Cooperative– Mission, SD

1 OBJECTIVES IN SERVING CUSTOMERS

- (a) To treat all customers with respect and dignity.
- (b) To provide the administrative personnel with the equipment, supplies and oversight to complete their work.
- (c) To maintain a highly functional administrative system to assure customers of having accurate, timely records.
- (d) To provide the custodianship and protection of all financial and other records in accordance with prescribed systems of accounting.
- (e) To present a positive image of Cherry Todd Electric Cooperative (CTEC) to all related organizations, customers, and vendors.

2 RESPONSIBILITIES IN SERVING CUSTOMERS

- (a) Manager
 - (1) Works as a team member with the CEO, Line Superintendent, Manager of Member Services, Billing Clerks, Bookkeeper, and Cashiers to correct customers' complaints and develop methods to provide effective, efficient daily operations.
 - (2) Performs management functions of organizing, directing, budgeting, coordinating and controlling the administrative activities in accordance with established policies, plans, and objectives of CTEC and provides a means of measuring progress and accomplishments.
 - (3) Provides advice, assistance, and leadership for enlisting the employees' participation and interest in the CTEC's business activities.
 - (4) Directs and supervises, in an efficient and cost-effective manner, the administrative employees involved in the daily administration of the business.
 - (5) Attends courses and meetings that will improve management or technical skills.
 - (6) Continually looks for improvements and developments in administrative procedures, practices, methods and equipment that will improve productivity, safety, and employee morale and customer services.
 - (7) Attends board or committee meetings and reports as requested by the CEO or Board of Directors.
 - (8) Assures that employees comply with safety procedures.
 - (9) Properly uses and maintains equipment assigned to the administrative department.
 - (10) Coordinates the annual and special meetings of the customers with other departments.

(b) Administration

- (1) Prepares informative, useful management and statistical reports.
- (2) Provides guidance on purchases as needed.
- (3) Maintains appropriate insurance coverage.
- (4) Administers and maintains contracts applicable to the department per internal practices.
- (5) Maintains human resource functions (employee files, appraisal process, job descriptions, etc)

(c) Accounting

- (1) Prepares application and information necessary for loan applications.
- (2) Makes short-term investments/repays short-term borrowings as approved by the CEO.
- (3) Signs all checks and receives all requests for payments.
- (4) Maintains a sufficient amount of petty cash and reconciles the account.
- (5) Prepares and files monthly, quarterly, and year-end reports with the proper agencies.
- (6) Assures the accurate preparation and timely filing of all tax reports: federal/state unemployment, South Dakota gross income, state sales tax, county tax, FICA tax, and federal withholding reports.

(d) Auditors

- (1) Advises, assists, and prepares information on any plans, procedures, or problems related to the accounting functions of CTEC.
- (2) Makes available any records that are necessary to complete the audit.
- (3) Provides adequate space, equipment, and assistance during the regularly scheduled audit period.
- (4) Coordinates, cooperates, and consults with the auditor as necessary regarding accounting practices.

(e) Bankers

- (1) Works closely with banking personnel within the cooperative's service area on any problems involving the deposit of funds, checking accounts, and other banking services.
- (2) Obtains the necessary information for investment opportunities for CTEC.
- (3) Industry and Community Activities
- (4) Actively participates in industry-related programs and organizations.
- (5) Actively participates in and represents CTEC in civic and community affairs.
- (6) Develops support, understanding, and acceptance of CTEC's objectives, plans and programs.

(f) Customer Service Skills

Sees self as a customer service representative displaying a friendly, caring attitude. Practices positive communication including the ability to listen to the customer's concern and expectations. Works at being a problem-solver while defining the cooperative's ability to meet expectations. Is known for honesty, promptness in responding to the customer, and following-up on a customer's request. Takes responsibility for getting answers and/or directing the questions to the right people. Practices safety in order to protect self, employees, and customers. At all times, builds the customer's confidence by providing reliable service as well as clear communication and respect.

(g) Cooperative Business Skills

Learns and communicates an understanding of the cooperative business including its history, structure, governance, and values. Demonstrates the value of community involvement by the cooperative and personally. Knows the basic difference between a cooperative and an investor-owned utility (IOU). Stays informed about various services offered to the member and knows the marketing strategies in relation to Touchstone Energy®. Knows how capital credits distinguish the cooperative from the IOU and remains current and knowledgeable about the cooperative's rate structure.

(h) Team Work Skills

Demonstrates an ability to be a team player who is willing to learn, change, compromise, and teach others. Seeks to acquire new job skills and knowledge needed for a changing business environment. Takes on challenges and problems, and will risk doing things differently to meet business challenges. Displays a willingness to assist staff to promote and deliver superior customer service.

(i) Supervisory Skills

Fulfills supervisory responsibilities including but not limited to planning, scheduling, delegating, appraising, coaching, counseling, and teaching. Sets clear expectations and shows ability to change expectations as needed. Seeks solutions to problems and will listen and follow-up. Displays a willingness to try new approaches and supports employee initiatives. Leads by example and willing to do the same work (if qualified). Uses an open-door policy and is approachable and available. Supports team work throughout the business.

3 SUPERVISES

Administrative Assistant, Customer Service Representatives (Cashier), Secretary, and Billing staff.

4 EDUCATION AND TRAINING REQUIREMENTS

- (a) High School diploma with a college degree in Accounting or Business Administration, Business Management or a closely related field. Bachelor's degree preferred in those disciplines.
- (b) Minimum one (1) year experience in the utility industry preferred in a management level position demonstrating the leadership skills of planning, directing, and advising employees.
- (c) Knowledgeable of basic administration and accounting procedures.
- (d) High level analytical, proofreading, and organizational skills.
- (e) Proven ability to effectively communicate in writing and speaking with customers and employees.
- (f) High-level computer expertise.

5 PHYSICAL CAPABILITIES FOR THIS WORKING ENVIRONMENT

Normal office environment. Required to talk to and with the public, customers, employees, auditor, and bankers. Required to sit at a desk and use hands and fingers to handle the telephone, computer, and write. Vision abilities require the skill to review bills, checks, deposit slips, reports, telephone numbers, vendor information, insurance, contracts, analytical and statistical reports. The noise level is usually moderate. Occasionally required to lift items up to 20 pounds.