



## Membership Clerk/MSR Job Description

---

**Job Classification:** Non-Exempt, Full-Time

**Department:** Accounting & Member Services

**Reporting Relationship:** Accounting/MSR Manager

**Supervises:** None

**Revised:** February 2026

**NRECA Job Code:** 32-2541

---

### Primary Accountability:

The Membership Clerk/Member Service Representative (MSR) provides courteous, prompt, and efficient member service to RHEC employees, vendors, and members. Additionally, the Membership Clerk/MSR accurately records and processes assigned accounting transactions consistent with approved and prescribed accounting practices and procedures.

### Major Duties:

- Acts as receptionist at the front desk, answering the telephone politely and courteously and directing calls to the proper department for prompt handling.
- Approves and accepts over-the-counter payments and collections received through the mail; determines their account distribution; prepares deposits; balances cash receipts. Notifies Accounting & MSR Manager of any discrepancies.
- Records Accounts Receivable payments direct to the bank.
- Interests him/herself and assumes responsibility for preparing and expediently filing membership correspondence and other information pertinent to his/her department. Updates member account information in database.
- Creates service orders for transfers, disconnects, idle and retired services, as well as security lights as set out in procedures.
- Notifies new member or present member of billing instructions, proper minimum, applications to be signed, membership, service connections or reconnections not received, and follows through with the completion thereof using subsidiary records of the receivables, membership applications, or the like.
- Responsible for proper archiving of the Cooperative's records in accordance with established recordkeeping requirements.
- Prepares new membership and membership refund lists for the board of directors.
- Communicates with family members and receives estate documentation for capital credit distribution for the board of directors.
- Prepares reporting for mailing or calls for Kansas County Living magazine, annual meeting notifications, energy credits, delinquents, irrigation, as well as other as needed.
- Assists with Accounting/MSR duties as needed.

### Qualifications:

- High school diploma or equivalent. A portion of the experience requirement may be substituted for a portion of the education requirement.
- Ability to provide excellent member service and working knowledge of principles and processes for providing member service.
- Ability to operate a personal computer and a proficiency in various computer software programs, including Microsoft 365 products such as Word, Outlook, and Excel.



## Membership Clerk/MSR Job Description

- Ability to communicate clearly and professionally through both verbal and written skills.
- Must possess teamwork skills, motivation, and initiative.
- Must possess analytical problem-solving skills.
- Must possess honesty, integrity, self-confidence, and a strong work ethic.
- Must possess flexibility and adaptability.
- Punctual work attendance, adhering to regular schedule unless approved by supervisor.

### Work Environment:

- Work is primarily in a climate-controlled office environment with a low to moderate noise level.
- Will have extensive interaction advising and answering questions with members, employees, vendors, and the public.
- Equipment used routinely includes computers, phones, multifunction printers, postage machines, filing cabinets, tablets, projectors, TVs, payment scanners, mail joggers, and envelope openers.
- Occasional travel to RHEC events, training seminars, and meetings may be required.
- Occasional exposure to moving mechanical parts, fumes, and vibrations.
- The regular work week shall be Monday through Friday. The regular workday shall be eight (8) hours from 8:00 a.m. to 5:00 p.m. and includes a one (1) hour unpaid lunch period. Some emergency work or irregular hours may be 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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Lifiting/Carrying: Occasionally exerting twenty (20) to fifty (50) pounds of force, and/or frequently up to ten (10) to twenty-five (25) pounds of force, and/or constantly greater than negligible up to ten (10) pounds of force.
- Reaching: Occasionally reaches to the front at, above, and below shoulder height throughout the day. May also be required to reach out to the side and above shoulder height.
- Pushing, Pulling: Pushing and pulling movements are occasionally required from the employee when working. Occasionally exerting twenty (20) to fifty (50) pounds of force, and/or frequently up to ten (10) to twenty-five (25) pounds of force, and/or constantly greater than negligible up to ten (10) pounds of force.
- Twisting, Rotating: Occasional twisting and rotating from the hips, shoulders, and neck. In addition, flexion and extension of the neck.
- Handling: Finger dexterity, firm gripping, grasping, and pushing buttons are required to handle and/or operate a variety of office tools.
- Stooping, Bending, Squatting: Occasional stooping, bending, and squatting at the waist, hips, and knees.
- Kneeling: Kneeling may be required on an occasional basis.
- Standing, Walking, Sitting: Most assigned duties and tasks are completed while sitting. Occasionally employee will be standing or walking during these duties and tasks.



## Membership Clerk/MSR Job Description

- **Talking, Hearing:** Talking and hearing are required while receiving work orders and in communicating with others.
- **Eyesight:** Good eyesight is required to complete all/any assigned duties and tasks.

### **Additional Duties:**

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by supervisors.

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee's signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_