

ALFALFA ELECTRIC COOPERATIVE

POSITION DESCRIPTION AND SPECIFICATION

HVAC Office Assistant
October 23, 2024

SALARY RANGE:
\$18.04 - \$23.05

I. OBJECTIVES

To provide maximum services to the members by rendering prompt, efficient service, and communications which will promote good will between the Cooperative and its members. To prepare HVAC job tickets.

II. REPORTING RELATIONSHIPS

- A. Reports to: HVAC Superintendent
- B. Directs: HVAC Superintendent's absence

III. EDUCATION AND EXPERIENCE

Must be able to read, write, and perform basic mathematical computations, and formulas in writing programs. Work experience preferred in which there has been a demonstrated ability to carry out the position responsibilities. Previous experience in computer, telephone, ten-key, and public relations is desirable. Must have a High School diploma or equivalent.

IV. KNOWLEDGE AND SKILLS

Must possess the skills to communicate effectively. Must have a strong desire to work with the public. Must have skills, such as patience, to maintain relationships with the public, members and coworkers. Must have demonstrated the ability to learn and apply safety rules and regulations.

V. RESPONSIBILITIES AND AUTHORITIES:

- A. Answers incoming calls for AEC Services.
- B. Schedules HVAC and Electrician appointments.
- C. Dispatches information to HVAC Foremen, Technicians and Electrician.
- D. Prepares daily job tickets for HVAC sales and services.
- E. Inputs invoices for daily job tickets into A/R system.
- F. Returns warranty work for HVAC equipment.
- G. Maintains log of warranty work for HVAC equipment.
- H. Apply for HVAC rebates with WFEC.
- I. Processes check request for water heater rebates.
- J. Maintains log of water heater rebates.

- K. Perform credit checks for ERC loans.
- L. Prepares loan papers for ERC loans.
- M. Forwards loan papers to Controller so loans will be billed to consumers and liens will be filed.
- N. Uses the telephone and other collection actions as authorized.
- O. Assists in preparing and mailing monthly billing statements.
- P. Assists in Annual Meeting preparations as directed.
- Q. Assists at Annual Meeting as directed.
- R. Orders work uniforms for HVAC foremen, technicians and electrician annually.
- S. Assists in helping with other duties as necessary.

VI. ATTITUDE AND CHARACTER

- A. Must have the commitment to achieve departmental, Cooperative, and individual goals and objectives.
- B. Must be honest, have concern for the welfare of others, and display tolerance and tact in dealing with people.

VII. RELATED FACTORS

- A. Working conditions: Works inside under normal working conditions.
- B. Hazards: No unusual hazards.

VIII. MENTAL AND PHYSICAL REQUIREMENTS

The mental and physical requirements for this position include, but are not limited to the following:

- A. Essential Requirements
 - 1. Must be able to communicate with supervisors, co-workers, and the public. Must also be able to give verbal and written instructions.
 - 2. Must be able to operate keyboards, typewriters, and other office equipment to perform activities.
 - 3. Must be able to make quick, rational decisions on your own.
 - 4. Must have the ability to perform mathematical computations necessary to prepare job tickets.
 - 5. Must be able to deal with customers in a desirable manner in making appointments, taking complaints, and assisting them as needed.
 - 6. Must be able to attend work on a regular and predictable basis.
 - 7. Must have a valid Oklahoma Class D license and be able to operate a motorized vehicle without the assistance of another employee.

B. Non-Essential Requirements

1. Must be able to use a postage machine.
2. Must be able to stoop and bend into awkward positions to access file drawers and to be able to carry 25 pounds of weight approximately once a week.
3. Must be able to access, input, or retrieve data contained in a computer system.

IX. RELATIONSHIPS

A. Internal

1. HVAC Superintendent: Coordinates with along with the Director of Marketing/Public Relations to help the HVAC department run more efficiently.
2. HVAC Foremen, Technicians and Electrician: Coordinates with to promote greater efficiency and customer service.
3. Accounting Department: Coordinates with in preparing loan papers to ensure members are billed and liens are filed. Also coordinates with to maintain inventory records.

B. External

1. Members: To interest himself/herself in promoting and maintaining productive relationships between the Cooperative and its members.
2. General Public: To promote friendly and active relationships with community functions in order to create interest in and acceptance of the Cooperative's true objectives.

X. NON-DISCRIMINATION

Applicants will be evaluated for this position based solely upon qualification, without regard to race, color, national origin, disability, religion, age, or sex.