

DRAFT POSITION DESCRIPTION

Duration: 2026/27 School Year (Semester 1 and/or Semester 2)
Job Title: Customer Service Intern
Supervisor: Member Accounts Supervisor
Regular Hours: 5-15 hours a week
Schedule: Flexible schedule Monday-Thursday 7:00 a.m. – 6:00 p.m.

Overall purpose and objective of this position:

The purpose of this internship is to introduce the student to customer service support at Umatilla Electric Cooperative. During the internship the student will be assisting with a wide range of customer service relations including taking payments and applications for electrical service and effectively communicating with customers in person, by telephone and electronically to create a positive customer service experience.

Scope of Work:

- Assist with processing electric account and miscellaneous accounts receivable payments.
- Learning to balance cash drawer and help with preparing accurate daily deposits.
- Interpret and process customer requests to start, stop and transfer electric service.
- Maintain customer information database to ensure accurate records.
- Assist with Front line response to customer inquiries, comments or complaints regarding electric accounts, company policies or procedures and resolves issues in an effective, courteous manner.
- Supports in performing record retention duties such as filing and document imaging.

Preferred Skills

- Microsoft Word and Excel
- Strong written and verbal skills (Bilingual is a plus)
- Strong attendance and work ethic background

Application Process

Application portal opens March 2nd, 2026, and materials required no later than April 3rd, 2026.

- Resume
- Cover Letter
- High School Intern Application