



Your Touchstone Energy® Cooperative 

SUMMARY POSITION DESCRIPTION

POSITION TITLE:	Billing Specialist
DEPARTMENT:	Finance
REPORTS TO:	Lead Billing Specialist
DIRECTLY SUPERVISES:	None
FLSA CLASS:	Non-Exempt – Union Member - IBEW #953

Position Summary

Performs member billing and account adjustments, as well as playing a key role in member service by dealing with difficult member bill inquiries and issues. Ensures the integrity of the cooperative's billing systems and processes including maintaining accurate billing, adjustment histories, and member accounting records. Progressively learns and applies the essential responsibilities and duties of the position through on the job and formal training.

Essential Responsibilities and Duties

1. Reviews accounts and prepares utility bills and other related bills and notices, including final bills, past due notices, disconnect warning notices and disconnects. Performs quality control review of new and closed accounts, and other similar utility billing activities.
2. Reviews member database including data entry of updates or corrections prior to sending out bills; reviews the final bill and utility billing exception reports and assures conflicts with bills are corrected. Proof-reads communications to be included in member bills; schedules the sequencing and printing of bills to members, contract cities and others. Resolves any production issues.
3. Provides assistance and education to staff or irate members in person or over the phone to attempt to resolve payment issues and outlines process to be used to collect delinquent accounts if payment issues remain unresolved. Researches, interprets, and analyzes account histories to resolve billing questions on meter readings, other fees, rebates, etc. Resolves problems requiring immediate attention and verify that underlying systematic or process issues have been addressed.
4. Compiles reports and necessary documents, spreadsheets, historical data, billing account statements and other information to respond to staff and member billing inquiries. Prepares month end closing reporting, adjustment entries, and account reconciliations.
5. Calculates and applies adjustments to member's accounts for any additional meter, damaged equipment, or service order, reviews member requests for a credit, calculate credit and apply adjustments to accounts if necessary.
6. Reviews member accounts that are past due or inactive; coordinates with staff for the shut-off or non-payment. Contacts members by email or phone calls regarding payment status. Assigns accounts to outside collection service.
7. Communicates daily with Member Care and any other departments concerning problem accounts. Requests verification of high or unusually low meter readings.
8. Serves as a specialist for the utility billing program, regularly attend training on the software to develop understanding of all aspects of the utility billing software.
9. Performs all other duties pertaining to the cooperative within the limits of individual qualifications so assigned.

Accountabilities

1. Processes work and member requests in a timely manner.
 2. Accuracy in work completed as measured by the actual information input into the system.
 3. Member satisfaction as measured by survey and member complaints.
 4. Workflow processes as measured by amount of time to complete the work, timely turn-around of information and making sure that other employees work is not hindered.
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Qualifications

1. High School Diploma or equivalent.
 2. 1-year minimum experience in an office environment. Experience working at a utility is desirable. Experience in customer service, bookkeeping, or entry level accounting is a plus.
 3. Must be able to maintain confidentiality of sensitive records.
 4. Must be proficient in data input as well as knowledgeable in MS Office applications.
 5. Ability to learn new skills and changing procedures.
 6. Exceptional organization skills.
 7. Must be skilled in communicating with others.
 8. Ability to multi-task & change tasks & priorities on short notice.
 9. Must possess a valid driver's license.
 10. Must be able to handle stressful and demanding work situations at times because of work demands and consumer complaints.
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Working Conditions

1. Normal working hours are 7:30AM-4:30PM, Monday through Friday. Overtime hours may be required as approved by Manager. On-time regularly scheduled attendance is required. Tardiness and unexcused absences will not be tolerated.
2. Generally, works in a climate-controlled office setting. Occasional work outside at cooperative member events.
3. Uses manual manipulation and near vision for paperwork, computer entry, work processing.
4. Uses hearing and speech to communicate.
5. Minimal physical exertion
6. At times, must be able to stand, move, crouch/stoop and bend, kneel, reach, and lift up to 25 pounds.

Created / Revised

5/6/2021 – Position Created (MAS)