

BILLING SPECIALIST

WESTERN COOPERATIVE ELECTRIC

POSITION FUNCTION:

To provide accurate and timely data entry required for data processing and computer operations; to perform analysis, interpretation, and collection of member accounts and effectively and courteously communicate results to members; to provide the membership with accurate, prompt, and courteous service.

RESPONSIBILITIES AND AUTHORITIES:

Within the limits of approved board policies, operating guides, and procedures, assumes responsibility and has commensurate authority for the following activities:

- Develops and recommends long and short-term plans for the Billing and CIS departments.
- Initiates changes to existing billing and collections functions to increase efficiency and effectiveness.
- Oversees all billing procedures and makes changes if necessary.
- Oversees all collections and administers collection procedures according to Cooperative policy and protocols.
- Have working knowledge of the Cooperative's rates, billing, and collection regulations.
- Reviews internal department records for accuracy and directs any necessary changes.
- Delegate responsibilities and authorities to Billing and CIS personnel regarding billing while retaining overall accountability.
- Evaluate and resolve meter reading discrepancies.
- Authorize billing adjustments and credits.
- Prepare monthly collection report to the Board of Directors.
- Communicates with and keeps informed of the happenings within the Billing and CIS departments. Oversees and is in charge of all AMI billing issues in the office.
- Perform all testing in NISC, needed to ensure proper usage within the software.
- Compile, process, and bill, all the Cooperative's Miscellaneous Receivables (MR).
- In addition to these responsibilities, the General Manager, Member Services Manager, or Office Manager may be assigned to perform other duties from time to time.
- Bill construction costs.
- Ensure location changes for accounts set up incorrectly.
- Monitor sales tax rate changes and update sales tax boundary maps.
- Run weekly and monthly reports to ensure proper billing.
- Assist members and Customer Service Representatives (CSRs), both on the phone and in person, with Billing department questions
- Assist the Accounting department with Energy Cost Adjustment (ECA) calculations and projections.
- Assists with the year-end closing process of the Customer Information System (CIS) module.
- Corresponds with members to obtain and verify input of the ST28B member tax-exempt forms are filled out correctly and filed. Reviews and verifies ST28B accounts every three years to ensure they are still valid.
- Run the final bill letter process before writing off the accounts.

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- Schedule year-end processes in NISC.
- Prepare reports of member accounts that are subject to be written off as bad debt. Following approval, post the accounts for write-off and submit the list to accounting to proceed with collection.
- Review list of all unpaid member accounts. Apply penalties as per company policy.

SUPERVISORY RESPONSIBILITIES:

- Non-supervisory position

EDUCATION AND EXPERIENCE:

- An Associate degree in Business or related field and 5 years of experience, including 2 years of utility billing experience; or an equivalent combination of education and relevant experience.

JOB KNOWLEDGE:

Must have a thorough working knowledge of general office practices, record keeping and computers. Knowledge of rural electrification and cooperative programs (rates, billing and collection policies and other policies affecting customers) necessary.

ABILITIES AND SKILLS:

Should have considerable skill in effectively dealing with a variety of people under challenging circumstances. Should be able to communicate information over the phone. Must have the ability to express oneself orally and in writing and to work well with people. Must be able to compose correspondence and use essential information and data in developing reports. Must have familiarity with other basic management practices.

- **REQUIRED SKILLS AND ABILITIES**
- Ten Key Skills – Fine finger dexterity and the ability to use a ten-key calculator and a ten-key pad on a computer keyboard quickly and accurately.
- Typing Skills – Fine finger dexterity and the ability to type quickly and accurately to create correspondence and step-by-step instructions.
- Computer Skills – The ability to use a computer and its corresponding accessories including a mouse, keyboard and monitor. This also includes the ability to learn new software as needed.
- Microsoft Office Suite – Proficiency in Word, Excel, Outlook, Teams, and PowerPoint.
- Ability to scan documents into PDF form. Also, the ability to use PDF software to modify or create documents.
- Accounting Skills – Thorough understanding of accounting principles and the ability to read and understand accounting reports.
- Communication – Communicating effectively in writing as appropriate for the needs of the audience. This includes using proper grammar and punctuation. The ability to verbally convey information to others in a way they can understand. This includes the ability to tailor your communication style to a wide variety of individuals inside and outside of the Cooperative. The ability to listen and interpret what individuals are asking/telling you.
- Member Service – Knowledge of principles and processes for providing exceptional member service. Ability to resolve complex and sensitive member service problems

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while remaining calm and professional during member contacts that can be high stress and verbally abusive.

- Confidentiality – The ability to maintain confidential Cooperative and member information.
- Research Skills – The ability to research sales tax laws and regulations using a wide variety of sources including (but not limited to) the internet and government publications.
- Interpretation of Regulations – The ability to interpret sales tax regulations as they relate to the Cooperative.
- Interpretation of Legal Documents – The ability to read and interpret legal member documents such as Electric Service Agreements (ESAs) and ST28B forms.
- Data Analysis – The ability to take raw data and inspect it, clean it, and transform it into useful information.
- Self-Development – The ability to independently search out learning opportunities to expand and update billing knowledge.
- Decisiveness – The ability to evaluate a posed question or problem and make competent decisions within a reasonable amount of time.
- Low Supervision – Requires the mental capability to perform job responsibilities with little or no supervision.
- Problem Solving Skills - The process of working through details of a problem to reach a solution. Problem solving may include mathematical or systematic operations.
- Organization – The ability to keep files, schedules and projects organized.
- Detail Oriented – The ability to pay attention to details.
- Time Management – Managing one's own time.
- Mathematics – Using mathematics to solve problems.
- Ability to pass pre-employment drug test. Also have the ability to pass ongoing random drug and alcohol testing.
- Ability to pass a credit check.
- Ability to pass a background check.

WORKING CONDITIONS:

Inside position with the usual office conditions. Normally have regular hours of work with irregular volume of activity.

PHYSICAL QUALIFICATIONS:

Sedentary work requiring exertion of up to 10 pounds of force occasionally and/or a negligible amount of force frequently. Light lifting of generally 10 pounds or less. Job requires sitting most of the time. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Primarily inside work at a desk. Must be able to use office equipment such as a copier, computer, and printer. Must be able to communicate to individuals and small groups. Must be able to read, write and do arithmetic. Requires analyzing data and reports, conducting research. Must be able to present information to others and work under stress.

ADDITIONAL DUTIES:

Additional duties and responsibilities may be assigned or added to this job description at any time. The job description does not state or imply that these are the only activities to be

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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 their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

REPORTING RELATIONSHIPS:

Reports to:
Office Manager

Responsible for:
Non-supervisory position

Employee Signature

Date

Supervisor Signature

Creation Date: 4-30-21

Date