

BILLING CLERK

Job Code: 17D

GENERAL SUMMARY:

To assure that all people visiting the cooperative have a pleasant, courteous, and informed reception. To assure that the necessary steps are taken in the handling of cash to provide accurate accounting of transactions.

ESSENTIAL DUTIES AND TASKS:

1. Billing & Collections. Schedule and process monthly billing and electronic meter reading. Process Service Orders. Maintain billing and Automated Meter Reading (AMR) databases. Responsible for past due and bad debt collections including customer contacts. Monitor response quality of AMR devices.
2. Process service orders.
3. Investigate high meter reads.
4. Backup for Head Cashier.
5. Assist in emergency and outage situations by answering phones, waiting on customers, and reporting outages.
6. This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties or responsibilities that management deems necessary.

WORKING CONDITIONS:

Inside position with the usual office conditions. Normally have regular hours of work. Some overtime may be required.

MINIMUM QUALIFICATIONS:

Skills and knowledge normally acquired through a high school diploma and extensive cashiering experience or an associated degree with prior work experience in a related field. Attention to detail and good oral communication skills required. Must be able to use office equipment such as cash register, computer, keyboard, copier, printer, fax machine, etc. Must have knowledge of Microsoft Windows and Microsoft Office.

SPECIALIZED SKILLS AND KNOWLEDGE:

- A. Excellent written and oral communication skills including outstanding interpersonal skills.
- B. Highly self-motivated with keen attention to detail.
- C. Communicate and interact with personnel at all levels of the organization in a business, professional and respectful manner.

REPORTS TO:

Office Manager