

PO Box 67
1135 N. Church St.
Halls, TN 38040



Phone: (731)-836-7508
Fax: (731)-836-5070
Web: www.forkeddeer.com

Job Description

Job Title: Billing Clerk
Reports To: Office Manager
Supervisory Responsibilities: None
FLSA Status: Hourly, Nonexempt

Summary

To 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.

Essential Duties and Responsibilities

- (a) 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
- (b) Process Service Orders
- (c) Investigate high meter reads
- (d) Backup for Member Service Representative
- (e) Assist in emergency and outage situations by answering phone calls, waiting on customers, and reporting outages.
- (f) The 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.

Competency

Oral and Written Communication—Speaks and writes clearly and persuasively in positive or negative situations; listens in order to clearly understand the needs of the customers; responds well to questions; prepares informative articles, documents and correspondence using correct grammar.

Adaptability—Adapts to changes in the work environment and competing demands; changes method to best fit situation; handles multiple projects simultaneously and effectively.

Professionalism—Maintains confidentiality with tact and diplomacy; carries out a variety of tasks with accuracy and attention to detail; refrains from causing or contributing to disruptions in the workplace.

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Dependability—Timely and accurately performs essential duties; follows instructions and responds to management direction; ensure duties are covered during planned absences.

Initiative—Volunteers readily; undertakes self-development activities; accepts increased responsibilities; asks for and offers help when needed; performs duties and meets needs of department with minimal direct supervision.

Customer Service—Manages difficult or emotional situations; responds promptly to customer needs; responds to requests for service and assistance while following guidelines and policies of Forked Deer Connect, LLC; meets commitments.

Problem Solving—Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; uses reason when developing solutions; works well in group problem solving situations.

Highly self-motivated with keen attention to detail

Qualifications

Education and/or Experience—A high school diploma or equivalent is required. An associate or bachelor's degree in communications, marketing, or a related field is preferred but not required. Experience in communications or marketing within the telecommunications industry is advantageous.

Certificates, Licenses, Registrations—Must be able to possess and maintain a valid Tennessee Driver's License.

Physical Requirements—Ability to sit at a desk and work on a computer for extended periods.

Skills—Proficient with Microsoft Office Suite or related software; excellent organizational, analytical, and problem-solving skills.

February 11, 2026