

Copper Valley Telephone Cooperative

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| Position Title: Billing Clerk | Department: Billing |
| Reports To: Customer Experience & Marketing Manager | FLSA Status: Non-Exempt |

General Summary:

Processes customer billing statements in a timely and accurate manner. Responds to customer billing inquiries. Coordinates collection of past due accounts. Maintains accurate and detailed member and deposit information. Updates and verifies directory listings. Performs various clerical and commercial duties.

Essential Job Functions:

- Processes customer billing statements by ensuring all service orders are closed, reviewing open orders to verify accuracy, prorating changes in service, ensuring customers are billed applicable tariffs; processing tolls; making adjustments to customer accounts; and reconciling local service charges.
- Responds to all customer billing inquiries. Notifies supervisor of any escalated issues.
- Coordinates collection of past due accounts by preparing and mailing delinquent notices, contacting past due accounts, preparing list of accounts to be written off, and forwarding bad debt accounts to collection agency.
- Maintains accurate and detailed membership and deposit information. Applies membership and deposit information to member accounts.
- Updates and verifies directory listings. Provides updates to directory assistance and directory publisher to ensure accuracy of customer listings. Issues and closes service orders to update monthly yellow page advertising. Reconciles total advertising billed to control sheets. Assists in coordinating publication of annual directory.
- Performs clerical and commercial duties including maintaining printers, assisting with special mailings, preparing statistical reports and charges, and archiving customer records.
- Serves as back-up to Service Representative/Cashier as needed.
- Performs all other related duties as assigned by management.*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of CVTC system area, facilities, bylaws, directory information requirements, membership types and classes, interexchange carriers available, and outside database relationships.
- Knowledge of tariffs and their applications.
- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- Skill in operating various office equipment such as personal computer, printer, typewriter, postage machine, fax machine, copier, shredder, and telephone systems.
- Skill in comprehending and accurately billing for many different sophisticated communication technologies.
- Skill in oral and written communication.
- Skill in dealing with difficult customers.
- Skill in operating Microsoft applications including Word, Excel, Outlook, and Explorer.
- Ability to perform six digit addition, subtraction, multiplication and division calculations at average or better speed.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to work in a fast paced environment with frequent interruptions.
- Ability to type a minimum of 45 wpm.
- Ability to type 150 digits per minute with 0 errors.
- Ability to maintain confidentiality.
- Ability to sit in front of a computer monitor and type or enter data for long periods of time.
- Ability to access files in cabinets ranging from floor level to overhead.

Education and Experience:

High School diploma or equivalent plus three years office/clerical and accounts receivable experience. Prior telephone company billing experience preferred.

Physical Requirements:

| PHYSICAL REQUIREMENTS | 0-24% | 25-49% | 50-74% | 75-100% |
|---|-------|--------|--------|---------|
| Seeing: Must be able to read computer screen and various reports. | | | | X |
| Hearing: Must be able to hear well enough to communicate with employees and industry contacts. | | | | X |
| Standing/Walking: | X | | | |
| Climbing/Stooping/Kneeling: | X | | | |
| Lifting/Pulling/Pushing: Must be able to lift and transport materials weighing up to 10 lbs. | X | | | |
| Fingering/Grasping/Feeling: Must be able to write, type, and use phone system. | | | | X |

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.