

CARTERET-CRAVEN ELECTRIC COOPERATIVE

POSITION DESCRIPTION

POSITION:

Billing Support Specialist

REPORTS TO:

Billing Manager

DEPARTMENT:

Support Services

DIRECTS:

None

EFFECTIVE:

09/2021

GRADE:

6

POSITION OBJECTIVE:

To provide accurate, efficient, and courteous service in the preparation and processing of customer accounts, customer billings, account bill corrections, adjustments, and kWh usage; electronic direct payments, process recurring and special reports for the Cooperative, Harkers Island Water and Pine Knoll Shores Water. To serve as support personnel for Cooperative employees and customers in regard to monitoring of Cooperative member service programs, kWh usage, billing procedures and corrections.

MINIMUM JOB SPECIFICATIONS:

The following requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Education: Require High School Graduate/Equivalent with basic mathematical and office system courses.

Experience: Require a minimum of one year of general office experience, with demonstrated proficiencies in typing, use of a personal computer, basic Microsoft products and calculator. Require knowledge of general office procedures, practices, and equipment with ability to handle confidential matters, be self-motivated and work with minimal supervision. Required skill set to include: a high degree of accuracy in data entry; organizational and planning; problem solving; decision making; multi-tasking; verbal and written communication. Require ability to develop a good working knowledge of Carteret-Craven Electric Cooperative's policies, procedures and rate schedules.

Employment: Require the ability to successfully pass Carteret-Craven Electric Cooperative's employment entrance examination and drug screen.

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WORKING CONDITIONS:

General office environment; require flexibility to work overtime as deemed necessary and to work during emergency situations. Require the physical ability in reaching, lifting, fingering, grasping, talking, hearing and defined repetitive motions (a). Require visual acuity in machine operation (a).

WORKING RELATIONSHIPS:

Internal: Two-way communication with immediate supervisor to receive direction, approvals, and instruction, to provide status of work assignments and duties; with Cooperative personnel for correspondence and for informational purposes to ensure efficient workflow.

External: Two-way communication with software and hardware vendors, as necessary for performance of job duties. Demonstrates an awareness that the job exists to effectively serve each and every customer, and at every opportunity to achieve increased customer and public understanding for support of the Cooperative.

ESSENTIAL DUTIES

The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of Carteret-Craven Electric Cooperative.

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

1. Maintains appropriate CCEC rate schedules in billing functions.
 - A. Maintains current knowledge of CCEC, Harkers Island and Pine Knoll Shores rate schedules.
 - B. Calculates account billings on each rate when rates are changed to ensure accuracy.
2. Processes billing corrections and adjustments accompanied by associated material.
 - A. Calculates all billing corrections to usage, energy charges, demand charges, WPCA, security light charges, Operation Round-up and taxes for any month, as necessary.
 - B. Prepares and mails corrected bills and letters of explanation to customer.
 - C. Enters appropriate adjustments to customer accounts as requested by internal customers.
3. Provides optimum billing service through effective planning

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- and coordination of billing functions.
 - A. Maintains current knowledge of billing procedures.
 - B. Prints and resolves *Accounts Without Readings* report.
 - C. Prints and reviews variance reports for unusual kWh usage in preparation for each cycle billing.
 - D. Enters necessary corrections to kWh and demand meter readings prior to billing.
 - E. Processes bill calculation; reviews and corrects accounts on the Billing Exceptions report and reprocesses calculation until there are no billing exceptions.
 - F. Transfers and approves correct billing file to outsourcer for timely printing and mailing.
 - G. Updates accounts by ensuring bills process complete is processed after system backup is performed.
 - H. Checks past due dates and sampling of different bills produced by outsourcer prior to approval of bill print.
 - I. Ensures that accounts are updated by notifying dispatch personnel to run bills process complete after accounts are satisfactorily billed.
 - J. Saves all billing reports to imaging system and prints reports necessary for VP of Finance and Accounting.
4. Processes programs necessary for past due account update.
 - A. Processes penalties prior to billing to ensure late fees are added to bills.
 - B. Processes delinquents by cycle after bills complete to ensure accounts are selected for cut-off processing.
 5. Coordinates meter reading with Field Services Representatives.
 - A. Estimates meter readings as necessary.
 - B. readings for billing.
 - C. Reviews exception reports related to meter readings and makes necessary changes prior to billing.
 6. Posts AMI readings to accounts on a timely basis with consistent days of service.
 - A. Runs appropriate query to find present read date to ensure that to bill reading is within a 28-33 day billing period.
 - B. Pulls and posts appropriate AMI reading to account.
 - C. Ensures that missing AMI readings are checked in the field by appropriate personnel to ensure meter is

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- functioning accurately or changed out.
 - D. Checks variance reports for reading and kWh usage accuracy prior to billing.
 - B. Processes electronic file transfer payments and posts to appropriate account.
 - C. Saves essential reports imaging system for future reference.
 - D. Maintain customer privacy in accordance with operating policy 7000-3 for PCI (Payment Card Industry) compliance when dealing with bank card information.
7. Prepares mail batches for processing and processes returned bank items
- A. Prepares mail in payments for processing, as necessary.
 - B. Processes returned items to include returned checks, ACH payments, CheckFree and FIS Global and mails associated letter to notify customer, and ensures account adjustments and appropriate deposit additions are made in a timely manner.
10. Provides optimum water billing service through effective planning and coordination of billing functions, adjustments and payments.
- A. Enters readings and checks variance reports for accurate water billings.
 - B. Adjusts water accounts correctly and timely, as requested.
 - C. Ensures that inaccurate water meter readings are checked by appropriate field personnel and resolved prior to billing.
 - D. Completes or verifies water meter changes to ensure that readings reflect usage from both removed meter and newly installed meter.
 - E. Calculates sampling of water bills to ensure correct rates are applied.
11. Provides optimum support service through effective planning, processing and coordination of data processing functions regarding accounts receivable, associated reports and scheduling.
- A. Processes and prints/images daily close reports, acknowledging departmental postings and ensuring in balance status in scheduled rotation.
 - B. Researches out of balance situations on daily close reports and ensures corrective action is taken to balance reports.

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- C. Processes and images Month End Close as requested.
- 12. Serves in capacity needed for storm restoration.
Performs duties as assigned during storm conditions which may be different from normal job duties.