

## **BILLING CLERK**

NORTH ITASCA ELECTRIC COOPERATIVE, BIGFORK, MN

### **OBJECTIVE**

- A. To deliver a comprehensive member services program which renders prompt and efficient service to members, employees and the general public. To ensure accurate and timely billing and to seek first-call resolution to member inquiries.

### **REPORTING RELATIONSHIPS**

- A. Reports to Manager of Finance and Office Services.

### **RESPONSIBILITIES AND AUTHORITIES**

- A. Pulls meter readings and process billing files. Works with software vendors to ensure timely and accurate billing. Works with power suppliers to ensure accurate meter readings and associated billings.
- B. Ensures service location and installed equipment is accurately tied to member account.
- C. Balances energy to General Ledger.
- D. Reviews miscellaneous charges for accuracy.
- E. Administers energy assistance program, working with the State E-Heat system. Coordinates payments with energy assistance vendors.
- F. Coordinates collections and disconnect procedures with office personnel and line crews.
- G. Completes necessary reporting requirements for wholesale power suppliers, state and federal agencies.
- H. Processes billing adjustments and communicates with members to gain understanding.
- I. Serves as the backup benefits administrator supporting the Manager of Finance and Office Services in this capacity.
- J. In the absence of the Member Services Representatives, operates telephone and reception area in a prompt, courteous and efficient manner, making sure accurate information is provided. Assists with overflow call volume during peak times, outages and emergencies. Serves as backup for payment processing, cash drawer and deposit preparation.
- K. Answers member inquiries with the goal of first-call resolution. Assists members with new services, service improvements, service orders, service transfers, payment arrangements, capital credits and estate retirements. Processes necessary forms and ensures associated paperwork is complete and accurate.
- L. When first-call resolution cannot be accomplished, takes accurate messages and refers specific inquiries to the appropriate personnel.

- M. Files or scans completed paperwork as required.
- N. Maintains auto pay and budget billing records. Promotes auto pay and budget billing programs.
- O. Communicates NIEC rules and services to members.
- P. Promotes the wise use of electricity by taking every opportunity to educate members and to obtain increased member and public understanding of the Cooperative's objectives, plans and programs.
- Q. Notifies staff of visitors and ensures that visitors are properly greeted and escorted to appropriate areas as required.
- R. Maintains member and Cooperative files.
- S. Maintains member confidence and protects operations by keeping information confidential in compliance with Cooperative policy and procedure.
- T. Maintains knowledge of Cooperative policies and procedures.
- U. Recommends to supervisor where operational improvements can be made.
- V. Promotes and presents a positive professional image.
- W. Assists in the planning and conduction of the Cooperative's annual membership meeting.
- X. Performs other duties as assigned.

## **RELATIONSHIPS**

### **A. Internal**

1. **Manager of Finance and Office Services:** Keeps the Manager of Finance and Office Services informed of the Cooperative's office activities.
2. **Department Managers and Staff:** Coordinates with Department Managers to ensure understanding of the office department and billing functions.
3. **Energy Management Specialist:** Works closely with Energy Management Specialist to provide superior service to members and the general public.
4. **Work closely with Line Superintendent** to ensure accuracy of meter readings and associated billing.

### **B. External**

1. **Members:** Provides prompt and courteous service and adequate information relative to their electric service. Utilize every opportunity to explain the Cooperative's viewpoints, objectives, policies, plans, programs, services, and procedures and seek the member's understanding, acceptance and support.
2. **Energy Assistance Agencies:** Works with the state E-Heat system and energy assistance agencies to ensure prompt and accurate processing of energy assistance payments.
3. **Software Vendors:** Works closely with software vendors to ensure accurate and timely meter reads and billing.

4. Wholesale Power Suppliers: Works closely with wholesale power suppliers to ensure accurate meter readings and associated billings.
5. Other Rural Electric Associations: Shares experience and collaborate on mutual issues with regard to utility operations.
6. Educational Institutions: Participates in courses and special meetings to improve ability.
7. Public and Community: Represents the Cooperative in a professional manner as necessary in public and community functions.

## **POSITION SPECIFICATIONS**

- A. EDUCATION: A minimum of a high school diploma is required.
- B. EXPERIENCE: Three or more years of billing, member service or accounting experience, preferably in a cooperative utility.
- C. JOB KNOWLEDGE: Must have a thorough understanding of billing, energy, member service and general office functions.
- D. ABILITIES AND SKILLS: Ability to add, subtract, multiply and divide using whole numbers. Ability to calculate wattage, kilowatt-hours, member bills and sales tax. Demonstrated strong communication skills are required. Must be able to communicate effectively with employees, members and the general public. Must have a strong desire to provide superior service to members, employees and the general public.
- E. Must have and maintain a valid Minnesota driver's license and be able to operate a motorized vehicle without assistance.
- F. The position of Billing Clerk is considered a non-exempt position under the provisions of the Fair Labor Standards Act in relation to wage and hour regulations.

North Itasca Electric Cooperative reserves the right to revise or change job duties and responsibilities. This position description does not constitute a written or implied contract of employment.

## **PHYSICAL DEMANDS**

- A. Requires full use of hands, walking, sitting, standing, and climbing stairs. Must be able to see, hear, speak, read, write and communicate courteously, consistently and accurately with members, fellow employees and supervisor. Work beyond eight-hour days as required.
- B. Standing: Frequently stands when working with employees, members and the general public.

- C. Walking: Occasionally walks throughout the facility.
- D. Sitting: Frequently sits at a desk for extended periods.
- E. Lifting, Carrying: Must be able to routinely lift up to 30 pounds.
- F. Twisting, Pushing, Pulling: Occasionally twist and pulls when moving with appliances.
- G. Climbing, Balancing: NA
- H. Kneeling and Crawling: NA
- I. Talking: Frequently talks with employees, members and the general public.
- J. Hearing: Frequently receives information from employees; frequently takes part in meetings.
- K. Communication: Frequently communicates with employees, members and the general public.
- L. Visual Ability: Frequently views data and information on a computer screen; frequently proofs written material.
- M. Bending: Occasionally bends when moving appliances or office materials.
- N. Gripping, Grasping: Frequently grips or grasps office equipment.
- O. Other Physical Demands: Frequently uses a computer keyboard, requiring the ability to perform finger and hand manipulation and repetitive hand and finger motions.

**ENVIRONMENTAL CONDITIONS:**

- A. Work inside an office. Some travel outside Minnesota may be required. Must have a valid Minnesota driver's license.
- B. Exposure to outdoor conditions of extreme cold, extreme heat and precipitation: NA
- C. Low Visibility: NA
- D. Extreme Noise: NA
- E. Moving Parts: NA
- F. Electric Shock: Frequently works with electrical office equipment.
- G. High, Exposed Places: NA
- H. Radiant Energy: NA
- I. Exposure to Chemicals: Occasionally exposed to cleaning supplies.
- J. Vehicular Traffic: Occasionally drives to attend meetings.
- K. CRT Screens: Frequently uses a computer in record data and producing reports.
- L. Slippery Conditions: Occasionally may encounter slippery conditions while traveling.
- M. Other Environmental Conditions: NA

This analysis of the job description, physical demands and environmental conditions accurately reflects the duties performed by incumbents in this position.