



Job Description

Job Title: Billing Administrator
Division: Administration

Classification: 3
Status: Full Time Non-Exempt

General Summary:

The Billing Administrator's primary responsibilities are preparing, maintaining, monitoring and overseeing all aspects of customer account billings.

Reporting Relationships:

This position reports to the Office Manager. In the absence of the Office Manager, the Billing Administrator will report to the General Manager.

Authority:

The Billing Administrator is delegated sufficient authority to make decisions and take action required to satisfy the responsibilities of this position. Included in this is the accountability for both actions taken and actions not taken.

Essential Duties and Responsibilities:

- Prepare customer billings twice a month. Including: uploading meter readings, going over exception reports, printing and overseeing that bills are stuffed and mailed.
- Prepare Delinquent notices
- Prepare Final Notices
- Prepare Disconnects
- Monitor Aged receivables including correspondence, written and verbal, with past due accounts.
- Prepare and monitor Liens on past due accounts.
- Maintain customer accounts including customer change orders.
- Create new customer accounts.
- Initiate Service Orders for new meter installations.
- Monitor customer credit balances and prepare overpayment refunds.
- Research and respond to all Leak Adjustment requests.
- Read Fill Stations for billing and maintain Fill Station accounts binder.
- Process escrow company requests for estimated & final billings and Tap and Connection charges.
- Process N.S.F. checks, adjusts accounts, adds fees and contact customer to arrange payment.
- All other tasks assigned by the Office Manager and/or General Manager.

Measure of Performance:

- Ability to build customer confidence in the District with professionalism, knowledge and courtesy.
- All customer account billing is accurate and completed within proper timelines.
- All delinquent accounts are processed correctly including delinquent notices, final notices, disconnects and liens.
- All customer account information is kept accurately and updated as necessary.
- Willingness and availability to shift duties and schedule as needed to ensure office coverage.

MINIMUM QUALIFICATIONS REQUIRED:

Knowledge of:

- Customer service techniques and telephone etiquette.
- Grammar, Spelling and Punctuation
- Basic Math
- General Billing Practices

- Use of computers and related software applications.

Skill in:

- Ability to represent the District professionally and consistently on a daily basis and in face-to-face discussion.
- Cash handling and reconciliation.
- Explaining District policies and procedures.
- Attention to detail.
- Ability to multitask, manage competing workload priorities and meet established deadlines.
- Ability to perform mathematical calculations accurately and with reasonable speed.
- Operating a variety of office equipment including the use of a 10 key calculator, a multiline phone system and various computer software including MS Office Suite and other software related to job duties.
- Type at least 45 words per minute.
- Be able to work independently with little supervision.
- Communication and interpersonal skills as applied to interactions with coworkers, supervisor and the general public, sufficient to exchange or convey information and to receive work direction.

Minimum Experience/Education:

Requires high school diploma or GED. Office support or customer service experience required. CPR Certification or the ability to obtain such within the first six months of employment. Must have a valid Washington Driver's License.

Physical Requirements:

Sedentary work involves sitting most of the time and prolonged use of the computer. This job typically requires sitting, balancing, reaching, standing, walking, fingering, grasping, feeling, talking, hearing, and seeing. The employee may be required to push, pull, lift, and/or carry up to 25 pounds. Ability to drive to the bank and post office as needed.

Work Environment:

Duties are performed in an office environment while sitting for long periods of time, utilizing standard office equipment and personal computers. The noise level in the work environment is usually moderately quiet. May be exposed to upset customers. In the event of an emergency or natural disaster may be subject to recall after normal work hours.

Acknowledgement:

I have read and understand this position guide and believe it to be accurate and complete. I also understand that management retains the right to change this position guide at any time.

Billing Administrator

Date

Office Manager

Date

General Manager

Date