

Job Description

Decatur Utilities

Job Title: Billing Representative
Work Group: Customer Service
Reports To: Billing Supervisor
FLSA Status: Non-Exempt

Residency Required: No
Work Location: Main Office – 1002 Central Parkway SW
Last Revision: May 2021, May 2022

SUMMARY

Maintains the billing process in order to ensure accurate and efficient utility billing. This includes scheduling, reviewing, researching and compiling various amounts of data in order to process billing and make necessary adjustments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

A commitment to safety, providing reliable utility services, protecting public health and providing excellent customer service are the responsibilities of all job positions at Decatur Utilities. We believe that teamwork, open communication, honesty, integrity, fairness, diversity and respect for each other are essential traits to perform all job duties.

- Processes, reviews and posts utility billing cycles.
- Analyzes meter reading variance and exception reports.
- Processes meter changes and new meters to ensure proper billing.
- Reviews and closes meter related service orders.
- Generates and reviews transfers/refunds for deposits and finaled accounts.
- Calculates pre-petition and post-petition bankruptcy bills and makes necessary adjustments.
- Generates, verifies and posts late penalties and final notices.
- Sets up energy loans to ensure accurate billing.
- Maintains and balances TVA loans each month.
- Performs daily upload/download of MVRS (meter reading).
- Posts AMI readings daily. Troubleshoots exceptions and coordinates resolution with AMI/Engineering staff.
- Processes monthly deposit interest accrual and monthly write off bad debts.
- Runs Seasonal Sewage Calculation annually.
- Processes Budget Billing recalculations.
- Makes adjustments for garbage billing.
- Processes electric and gas rebates.
- Processes customer stale refund checks.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

High School Diploma or GED equivalent. Minimum 2 years additional related work experience.

COMMUNICATION SKILLS

Ability to read and comprehend bill statements and routine business documents. Ability to prepare routine reports and business correspondence. Ability to effectively interact and communicate one-to-one with customers, co-workers and supervisors to respond to questions and resolve billing issues.

COMPUTER SKILLS

Proficient in Microsoft Office Suite (Microsoft Outlook, Word, & Excel) and NiSC Customer Information System, as required to perform job tasks. This includes using software applications for email, word processing, database tracking and spreadsheet applications and using Internet Explorer to navigate online Employee Self Serve webpage for personal payroll, benefit and employee information. Other office skills include ability to use copier, scanner, fax and calculator.

MATHEMATICAL SKILLS

Ability to use mathematical concepts such as addition, subtraction, multiplication, division, fractions, decimals, percentages and averages and apply to practical business situations.

REASONING/COMPLEXITY

Ability to apply some judgement to carry out detailed and well-established procedures and methods, such as completing detailed forms and recording complex data.

PHYSICAL DEMANDS/WORK ENVIRONMENT

No significant physical demands. Job requires the ability to speak, see and hear; use hands and fingers to navigate computer screens. Job occasionally requires some very light lifting of files, office supplies or mail up to 20 pounds. Office environment setting with no major source of discomfort.

CERTIFICATES, LICENSES, TRAINING

Valid Alabama Driver's License, Customer Service Skills and applicable safety training as scheduled.

OTHER REQUIREMENTS

Available to work scheduled and unscheduled times to accommodate customer demands and emergency situations; must be trustworthy and ensure confidentiality of customer account information; strong attention to detail and maintain high degree of accuracy; maintain professional business appearance and image; maintain personal credit standards due to financial responsibility of processing customer bills and subject to random drug testing and driver's license checks if required to drive company vehicle.

Approved By: Kim Baker	Date: May 2022
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