

BILLING SPECIALIST

NATURE OF WORK

This is clerical work of an accounting or financial nature.

Position is responsible for timely, accurate and thorough examination of communications bills and billing history in response to customer questions, requests and ! or complaints; initiating corrections and adjustments, and presenting ! explaining results to customers, as well as keeping complete records of work done. Incumbent works with significant independence under the supervision of a communications Billing Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate various types of work performed by incumbents of this class. All of the duties performed by an incumbent may not be listed, nor does any one incumbent necessarily perform all of these duties.)

- Responds to customers' questions, complaints, reports of problems, and requests for clarification by thoroughly researching account information.
- Investigates account history, summarizes records of services ordered, services being billed for, the history of change made, and explains to customer.
- Resolves customer complaints, reconciles claims with records and documents, makes adjustments within established guidelines.
- Prepares bills, reports, and any other correspondence regarding utility billing, delinquent notices and applying penalties.
- Updates records in the customer information system and the billing support system.
- Serves as billing contact in supervisor's absence, recommends enhancements to billing or payment methods for delivery of improved service to customers.
- Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

- Considerable knowledge of the customer information system, of communications services, prices and bundles offered to customers.
- Considerable knowledge of billing and payment guidelines, policies and procedures used in communications.
- Knowledge of basic bookkeeping or accounting as related to area of responsibility. Knowledge of operating characteristics of personal computers.
- Ability to establish and maintain effective relationships with employees and general public.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from high school or general education diploma with at least six months general clerical and customer service experience. Must be a registered voter.