

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

POSITION DESCRIPTION

BILLING SPECIALIST

DEPARTMENT: Finance and Accounting

CLASSIFICATION: Non-exempt

I. OBJECTIVES

- A. To provide accurate and efficient input of data into the computer system.
- B. To operate the meter reading system to insure a prompt, accurate and efficient billing service that will result in maximum service to members with minimum complaints.

II. REPORTING RELATIONSHIPS

- A. Reports to: Manager of Finance and Accounting
- B. Supervises: None

III. RESPONSIBILITIES AND AUTHORITIES

- A. Prepares Crystal reports or queries to retrieve data from the NISC system as needed.
- B. Inputs and maintains bank draft and reoccurring credit card records. Transmits bank draft files via computer to bank and daily check for bank returns. Posts draft amount to each cycle on due date.
- C. Processes Lockbox payments and resolves any outstanding issues each day.
- D. Understands is able to explain to members, orally and in writing, all Cooperative rate schedules, service rules and regulations, bylaws, service orders, payment options, capital credits including estate refunds, budget billing, surge suppression, green power, Pre-Pay options, renewable energy, and any other product or service the Cooperative may offer.

- E. Coordinates checking of pre-bill report. Runs and prints report. Distributes sections, makes copies and delivers reread list to an Operations Supervisor.
- F. Responsible for the operation of the meter reading system. Including loading and unloading of processors, transferring readings to computer system, running and checking reports and resolving problems with data or equipment.
- G. Ensures that time of day are posted correctly and use is within normal range for each account.
- H. Serves as back-up in Administrator's absence to ensure various tasks run smoothly.
- I. Promotes goodwill toward the members of the Cooperative, other employees and the general public by exhibiting patience and courtesy toward them.
- J. Enters yearly generator maintenance agreements. Renews charges and provides service orders when maintenance is due.
- K. Collects all documents for accounts switching to solar and ensures account is set up and billed correctly.
- L. Prepares listing for reading large power accounts each month that are not returning interval readings; and ensures three-phase accounts with KVAR metering are calculated and checked before each billing.
- M. Performs other duties as assigned due to department workload, time sensitive deadlines or coworker absences.

IV. RELATIONSHIPS

- A. Internal
 - 1. HEMC Employees – coordinate work and share information.
 - 2. Engineering department - exchange information regarding rates and rate changes.

B. External

1. Members – to provide excellent customer service.

REVIEWED BY: _____ DATE: _____
Employee's Signature

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

SPECIFICATIONS

BILLING SPECIALIST

- EDUCATION:** High school graduate with business / accounting emphasis required. Associate or Bachelor degree in accounting highly desirable.
- EXPERIENCE:** A minimum of two years of experience in the billing/collections area required.
- KNOWLEDGE**
- Must have a thorough knowledge of data processing and data processing equipment (printers, tape drives, disk drives, and remote terminals).
 - Must possess the ability to use computer hardware and software to the degree necessary to perform the requirements of the position. Word processing abilities are required along with a general knowledge of personal computers including how to operate the current version of Windows.
 - Must be able to read, write, speak and understand spoken English.
 - Must be able to plan and organize workload. Must be able to balance multiple priorities and multitask in a fast-paced environment. Must be able to meet deadlines and handle stress.
 - Must possess and be able to apply general math skills.
 - Must be able to perform detailed work with a high degree of accuracy.
 - Must have excellent communication skills and the ability to relate to a diverse customer base. Must have particularly good skills in listening, conflict resolution and dealing with irate customers.
 - Must know and be able to interpret all cooperative policies and procedures pertinent to the position.

PHYSICAL

REQUIREMENTS: Position requires extended time sitting and standing daily. Also bending, stooping, and reaching is required. Lifting up to 25 pounds occurs on occasion. Required use of finger and hands to operate computer and other equipment. Vision requirement – up close to distances of 25 yards or more.

SPECIAL

WORKING

CONDITIONS:

Must be highly dependable and reliable to ensure business production needs are met. Expected to strive for perfect attendance and arrive to work on time each day. Excessive tardiness and/or absenteeism cannot be allowed. Excessive is defined as two or more instances of unexcused tardiness or absences within a calendar month. Such unexcused tardiness and/or absences are subject to disciplinary action outlined in Policy 415.

Subject to call in for large outages - This position is subject to being called-in to work should outages or emergencies occur. Must be dependable and available to receive a call in during these sometimes-unforeseen events.

Must be able to get to worksite in inclement weather.

Occasional overnight travel is required.

Overtime is required as the workload dictates. Must be willing to schedule days off in accordance with the workload and deadlines of the department and the limits on the number of people who can be off at any given time.

TIME REQUIRED

FOR FULL

COMPETENCY: Three years

DEVELOPED: April 2021