



INTERNAL JOB POSTING

Job Title: Billing Specialist

Location: Kaufman

Posting Date: 1/17/23 – 1/24/23, 5:00 pm

Summary

Administers efficient and reliable billing by creating over 64,000 invoices monthly, resulting in multi-million dollars in revenue for the cooperative. Monitors and prepares reporting of inactive debt collections.

Responsibilities and Authorities

Within the limits of approved board policies, operating guides and procedures, assumes responsibility and has commensurate authority for the following activities:

- Generates hundreds of thousands of invoices annually resulting in over one billion kilowatts billed.
- Generates delinquent bills for all cycles.
- Responds to members, employees, supervisors and management questions related to bills rendered.
- Makes adjustments to member accounts including demand and net metering billing adjustments.
- Coordinates investigation activities with cooperative field personnel and law enforcement when theft of service has been confirmed. Calculates metered or estimated consumption and associated fees, in accordance with the tariffs, for law enforcement.
- Tracks Billing effectiveness, results and provides monthly statistics for management.
- Prepares Billing Calendars annually and monthly.
- Grants deferred payment arrangements for members.
- Bills aid to construction charges through the Other Accounts Receivable system.
- Maintains and updates historical billing records.
- Reviews all new connect service orders daily for accuracy
- Reviews and approves credit refunds
- Monitors projected write-off accounts, year round.
- Reviews inactive accounts for billing accuracy, codes the accounts accordingly and provides necessary validation of debt to required agencies.
- Initiates the write-off process
- Works as a liaison with third party debt collection agency.
- Closely monitors delinquent accounts from non-member debtors by utilizing practical and reasonable collection resources and techniques
- Works with the Advanced Metering Infrastructure (AMI) System
- Maintains orderly records of specified delinquent accounts of those owing monies to the cooperative

- Generates pre-bill edit to ensure accuracy of billings. Reviews and resolves questionable items related to meter exchanges, bill corrections, over/under billed meters, AMI meters, demand readings and net metering that need to be resolved.
- Generates and reviews estimated bill report and same consumption report taking appropriate actions, such as, generating a service order or contacting the member.
- Generates and processes various reports for billing functions and accrued interest.
- Resolves payment issues in regards to the in-house remittance processor, retail payment centers and, on occasion, Cashier issues.
- Oversees the billing folder submitted by the Member Services team, third party vendors and all other employees in the coop.
- In accordance with the tariffs, manually calculate and generate special billings for large commercial accounts, such as but not limited to, Explorer Pipeline and North Texas Municipal Water; due to the high consumption/demand these rates cannot be calculated by the billing system.
- Oversees all credit card drafts and bank drafts for the cooperative
- Verify rates, class and tax districts on accounts before and after billing process
- Evaluate and resolve meter reading discrepancies.
- Sorts, scans and files all billing correspondence
- Follow Cooperative safety policies, procedures and regulations.
- Promotes a positive image of Cooperative.
- Exercises a high degree of discretion and emotional control during periods of extreme stress in working with members, Board members, employees and other individuals, any of whom may be from diverse cultural backgrounds, and diverse socioeconomic backgrounds, as well as working with professional staff, regulatory staff, and oversight agencies.
- Perform other duties as assigned by the Billing Supervisor, Chief Financial Officer, Assistant General Manager/COO and/or the General Manager/CEO.

Education

High School diploma or GED is required.

Experience

Minimum of two years' experience in a cashier or member service role is preferred. Experience working at an electric cooperative or utility is also preferred.

Job Knowledge

Knowledge of billing software system and methods used to calculate billing adjustments to members' account is required. Must have proficient computer skills using Cooperative accounting system software, Excel, Access, Word and ten-key. Knowledge of basic accounting principles and processes is preferred.

Abilities

The ability to organize work to meet deadlines is essential. The ability to effectively communicate with others, both orally and in writing is essential. Must pay close attention to details and be able to resolve problems. Must be able to read and write. Must be able to complete basic arithmetic problems accurately. Updates job knowledge by participating in educational opportunities. Protects the organizations value by keeping information confidential. If required to drive, must possess a valid driver's license and remain insurable by Cooperative automobile insurance carrier.

Working Conditions

Will occasionally require travel outside the cooperative service area, and general office environment.

Physical Requirements

Light work, requiring exertion of up to 20 pounds of force occasionally and/or up to 10 pounds of force more frequently. Lifting and carrying of 10 to 50 pounds occasionally. Job requires sitting majority of the time. Primarily inside work at desk. Must be able to use office equipment such as a copier, computer and printer. Hazards include electrical and mechanical. Some exposure to dust and dirt.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Due to the nature of an electric utility, all employees are subject to working extended hours, holidays, nights, and weekends with or without notice.

How to Apply

- Internal candidates are to notify the Human Resources Department of their interest.

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