

Shawano Municipal Utilities

Billing Specialist

Position Description

Primary duties of the position requires, based on data from numerous customer electric and water meters, the calculation of customer consumption for billing purposes. The duties also include the keeping of records according to established Public Service Commission of Wisconsin (PSCW) procedures. As required, input customer usage into the computer system. Other duties include generating specialized reports such as delinquent notices, disconnect notices and landlord/owner correspondence. The Billing Specialist will establish payment schedules with customers according to established procedures such that delinquent accounts can be reconciled. The position includes considerable public contact including complaint situations, which the employee must respond to with patience and tact.

Department: Office
Status: Non-Exempt
Supervisor Title: Finance Manager
Direct Reports: None

ESSENTIAL FUNCTIONS:

- Calculates customer consumption based on meter readings taken.
- Assists with meter reading data entry into the computer billing system.
- Generates bills for large customers based on meter readings or consumption.
- Checks previous months' consumption to determine meter discrepancies or reading errors.
- Generates billing related reports, such as delinquent notices, disconnect notices, and landlord/owner correspondence.
- Tactfully responds to general customer complaints or questions. Proposes solutions for customer delinquent accounts as based on established procedures.
- Answers customer account inquiries, or as required provides general information to customers.
- Refers specialized customer inquires or problems to supervisors and PSCW for resolution.
- Monitor customer accounts for usage verification and correspond with rule changes from one class of customer to another.
- Monitor customer accounts, mail appropriate TRIP/SDC letters to customers, enter debts into TRIP/SDC website, maintain/monitor customer accounts/activity on TRIP/SDC. Maintain up-to-date records.
- Monitor and review customer's on budget payment plan. Review balances in June & December for adjustments & notify customer's accordingly
- Review and monitor customer accounts for deposit activity. Provide notification and determine waiving if falls within income guideline rules.
- Review customers with deferred payment agreements(DPA) and prepare door tags for broken dpa's. Follow through with disconnection steps at

appropriate times.

- Enter new customer accounts with correct meter bill codes to charge the correct rate class prices.
- Review and monitor customer accounts and mail letters to appropriate property owners to notify them of past due amounts owed for appropriate tenants. Follow local ordinances to apply penalty and notification to the different municipalities. Retain appropriate records.
- Prepare monthly spreadsheets for each rate class (Gs2, Cp1, Cp2, Cp3, Cp4 and F11). Examine bills for errors or changes needed per the rate definition. Prepare individual monthly/annual purchase sheets for each customer to be used in filing an electric rate case.
- Balance cash drawers at least twice daily. Prepare bank deposits including using remote capture to deposit customer checks.
- Create new processes in billing system to improve efficiency and aid in complying with the PSCW rules.
- Prepare misc sundry billings to correlate with work performed by SMU crews for other businesses/customers.
- Serve as backup for accountant in entering and processing payroll.
- Enter electric & water meter test cards into computer system. Run reports to help staff in meeting the testing requirements of each different size/type meter.
- Serves as primary backup to receptionist, greeting customers, answering telephones and accepting customer payments.
- Maintains billing records as required by the PSCW.
- Performs related work as assigned.
- Perform other duties as assigned.

POSITION REQUIREMENTS:

Roles: This position requires the ability to work independently, work well with others, and perform in a team environment on a daily basis.

Impact: Successful completion of work tasks results in decreased liability, improved utilization of material and/or equipment, and improved public satisfaction.

Latitude: Most duties are defined and consistent from day to day. Problem solving is accomplished in conjunction with General Manager or Financial Manager. Some decisions not affecting other departments may be made independently based on utility policy. All purchase requests must be approved by supervisor.

Interaction: Frequent interaction with employees throughout the organization and the general public.

Education:

- High School Diploma or equivalent, required. Technical degree is preferred with Business Administration or Accounting emphasis.

Experience:

- Work experience or a combination of formal training and experience that provides the following knowledge, abilities and skills:

- General knowledge of utility business practices including roles and responsibilities of various personnel.
- Strong mathematical and analytical skills.
- Ability to generate clear concise correspondence.
- Detailed understanding of utility rates, billing, customer service policies and procedures.
- Ability to read and understand time sheets in preparation of sundry invoices.
- Ability to operate all department equipment.
- Ability to meet and deal tactfully with the general public and communicate effectively and clearly, both orally and in writing.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to accurately input and interpret data related to customer accounts and meter information.
- Possess knowledge of record requirements, retention periods and procedures as established by the PSCW.
- Strong computer skills including a working knowledge of word processing, utility accounting software and spreadsheet creation and updating.

Work Environment: Frequent working conditions are generally indoors in a climate-controlled environment. Frequent written and verbal communication with customers, employees, government officials, other utilities, and vendors.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: