




The Cooperative Way!

BENTON RURAL ELECTRIC ASSOCIATION

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A Touchstone Energy® Cooperative 

POSITION DESCRIPTION BILLING CLERK

I. OBJECTIVES:

The position of Billing Clerk was created to help achieve the current mission of the Association, which is stated as follows:

Our mission at Benton Rural Electric Association, a member-owned and operated cooperative, is to provide affordable and reliable energy and other member-driven compatible services that enhance the quality of life for all of our members. Our mission will also provide a stable, safe, competitive career-oriented work environment for the Association's employees. Our mission is being pursued through the highest ethical standards using progressive marketing in conjunction with sound financial and management principles.

Benton REA intends to accomplish this mission by assigning specific operational duties and responsibilities to be delegated to a competent, well-trained person whose knowledge of and ability in this position will contribute to the attainment of the current mission of the Association. This person must be adaptable, self-motivated, responsible, accountable and energetic.

The specific objectives for this position and the responsibilities to be fulfilled to achieve these objectives include:

- A. Providing courteous and efficient service, while working in harmony as a team player with fellow employees, while assisting the Benton REA members in conjunction with providing a high quality level of work with regard to balancing funds received and the accurate and timely processing of billing procedures.**
- B. Ensures that other functions are performed, as requested, while providing high quality service.**
- C. Being an effective working member of the Benton REA team by becoming familiar with all the various aspects relating to the Billing Department.**
- D. Maintaining a positive work environment, and exhibiting cooperative behavior.**

II. RELATIONSHIPS:

A. Reports to: Billing Supervisor, Primary

Manager of Finance and Administration, Secondary

B. Coordinates or cooperates with:

1. Internal:

- a) Billing Supervisor - Coordinates and cooperates with the Billing Supervisor or the Manager of Finance and Administration in the absence of the Billing Supervisor, with regard to addressing and resolving issues and/or problems and job related matters and with regard to obtaining necessary information, guidance, and approvals.
- b) Meter Readers - Coordinates and cooperates with the Meter Readers in order to obtain accurate meter readings and other information from the field which is required to implement the billing process and procedures and produce accurate and timely records for the Billing Department.
- c) Collections Coordinator - Coordinates and cooperates with the Collections Coordinator with regard to processing the disconnections and re-connections of electric energy services that are associated with delinquent accounts, and in order to assist the Collections Coordinator with the processing and implementation of payment agreements and collecting past due and current balances owed.
- d) Other Employees - Coordinates and cooperates with other employees and other departments in order to encourage good working relationships and to develop and promote a team spirit and to provide quality assistance to all fellow employees with the intent of achieving the objectives of the Association. Also cooperates with other departments to ensure smooth operations, and to establish high morale and pleasant working conditions.

2. External:

- a) Members - Answers questions and provides assistance to Benton REA members to ensure positive member relations. Directly resolves member service complaints involving member issues and concerns when applicable, and utilizes the skills of Billing Department personnel and seeks help from employees in other departments, as needed, in order to resolve member issues. Refers complaints or comments to the Billing Supervisor or to the Manager of Finance and Administration in the absence of the Billing Supervisor, as needed. In the absence of the Manager of Finance and Administration, complaints or comments should be forwarded to the General Manager/Executive Vice President.

- b) General Public - Maintains friendly and cooperative relationships with the general public while performing the duties of the Billing Clerk.

III. RESPONSIBILITIES:

To fulfill the objectives of this position, the employee so designated shall be expected to perform any or all of the following duties or responsibilities.

- A. Specific duties relating to Objective A: **Providing courteous and efficient service, while working in harmony as a team player with fellow employees, while assisting the Benton REA members in conjunction with providing a high quality level of work with regard to balancing funds received and the accurate and timely processing of billing procedures.**
 - 1. Receives and posts payments, completes the daily deposit, and ensures that the bank deposit balances with cash received and posted.
 - 2. Works with the Collections Coordinator on past due accounts and bad debts in order to share the knowledge and work load associated with processing delinquent accounts and in order to act as a backup on collections issues in the absence of the Collections Coordinator.
 - 3. Accepts responsibility for filling in for branch office clerical positions, as needed, by travelling to, and performing all of the necessary job functions at, the designated branch office.
 - 4. Produces accurate billing statements in a timely manner and prepares them for mailing by:
 - a) Processing the billing calculations needed to produce the statements.
 - b) Testing a random sampling of the billing calculations for accuracy by testing each class of electric service accounts before the billing is processed.
 - 5. Performs other Billing Department functions in an accurate and timely manner by:
 - a) Monitoring the levelized billing program (which includes reviewing and checking such program for accuracy).
 - b) Processing membership and deposit information and refunds.
 - c) Calculating and processing billing adjustments and cash adjustments, when necessary.
 - d) Issuing and processing service orders and job orders.

- e) Updating capital credit addresses.
 - f) Processing and administering member account contracts for billing purposes (such as for irrigation and small commercial electric service accounts).
 - g) Responding to member inquiries, on the phone or in person, in a respectful, cheerful, and dignified manner.
 - h) Using good judgment to determine when a member would be best served by discussing issues with the Billing Supervisor or a staff level department manager or the General Manager/Executive Vice President.
 - i) Obtaining an understanding as to which retail electric service rate is to be assigned to a particular account and by understanding how each rate is used to calculate billing charges.
 - j) Entering and updating all applicable fields in the billing system, as needed.
6. Ensures that meter readings, meter records, and other line equipment records, are processed accurately and in a timely manner by:
- a) Generating meter reading routes and downloading them from the main computer to the personal computer (PC).
 - b) Uploading meter reading routes and meter readings to the main computer from the PC.
 - c) Performing meter reading associated functions as needed. This includes: (1) posting meter readings; (2) generating and checking meter reading route reports; and (3) requesting the Meter Readers to read certain meters a second time in order to check the first reading for accuracy (referred to as check reads).
 - d) Updating the appropriate fields on the main computer relating to new meters installed, meter exchanges, other meter information, and other equipment information. This includes checking meter multiples and demand information, as needed.
7. Performs other functions, as needed, in order to accomplish this objective
- B. Specific duties relating to Objective B: **Ensures that other functions are performed, as requested, while providing high quality service.**
- 1. Performs front counter reception duties and responsibilities, as instructed and as needed.

2. Completes special projects and duties for limited amounts of time by accepting responsibility and following through to the completion of the project as instructed and by performing duties with high quality service.
 3. Completes miscellaneous clerical and filing tasks by completing these functions in an accurate and timely manner as directed and as assigned.
 4. Performs other functions as needed in order to accomplish this objective.
- C. Specific duties relating to Objective C: **Being an effective working member of the Benton REA team by becoming familiar with all the various aspects relating to the Billing Department.**
1. Adheres to Association general policies that are applicable to the tasks to be performed in this position by reviewing and becoming familiar with the policies in general and by studying and examining those policies that directly relate to the tasks to be performed.
 2. Performs other functions as needed in order to accomplish this objective
- D. Specific duties relating to Objective D: **Maintaining a positive work environment, and exhibiting cooperative behavior.**
1. Maintains a friendly attitude and willingness to work with other employees and associates.
 2. Creates a high standard of morale among employees by encouraging team spirit and enthusiasm within and among the Benton REA personnel and between the Association's departments.
 3. Is willing to help out in areas where qualified and requested.
 4. Brings potential problems to the attention of the Billing Supervisor as soon as possible.

IV. AUTHORITIES:

The Billing Clerk shall have full authority to carry out the duties and responsibilities of this position in conformity with established policies and procedures and shall utilize time in such a way as to fulfill the objectives of this position and the organization.

This employee is encouraged to use initiative and judgment in making decisions, remembering that the Association's best interest can be affected by all actions. The employee should feel free to make suggestions for the improvement of operations and efficiency.

The employee shall secure the approval of the Billing Supervisor in making decisions when policies are not clear and when further explanation is needed.

Nothing contained above should be construed to be a guarantee of or assurance of employment. Employees are expected to meet the standards of work performance and to perform their jobs competently, to maintain satisfactory interpersonal relations with co-workers as well as supervisors, and to conduct themselves appropriately in the work place. Failure to meet these standards in the judgment of management may result in discipline, including discharge. Disputes resulting from implementation of this position description are subject to the provisions described in the most recent version of Association's General Policy No. 614 - Dispute Resolution Procedure Non-Bargaining Unit.

This job description in no way implies a contract of employment between the employee and the employer. The employee recognizes that they are an employee at will.

ACCEPTED BY: _____ DATE _____
Employee

APPROVED BY: _____ DATE _____
Supervisor

REVIEWED BY: _____ DATE _____
General Manager/Executive Vice President

Washington Driver's License Number _____ Valid? _____

MINIMUM JOB QUALIFICATIONS
Billing Clerk

I. REQUIRED SKILLS:

- A. Education Requirements - A high school diploma or graduate equivalency diploma (GED) is required.
- B. Proficiency in using Microsoft Office Suite software (Word, Excel, Outlook, and Power Point), Windows operating software, and performing basic Internet searches, using email, etc. is required. Typing experience is also required.
- C. Providing friendly and courteous assistance to Benton REA members and to the general public. Must be very motivated and able to work in a team-oriented environment with assigned responsibilities, and be able to complete all assigned goals and objectives in an accurate and timely manner while following up with Benton REA members and/or fellow employees to insure high-quality service.
- D. Must have and maintain a valid Washington State Driver's License. If a valid Washington State Driver's License has not been obtained, then it must be acquired in a reasonable amount of time as specified by the Association. This item is required.
- E. The ability to speak, read, write and communicate the English language fluently as well as prepare letters, documents, and articles for publication, etc., is required.
- F. Experience using a ten-key desk top calculator is required.
- G. Must be familiar with how to use a photocopier machine and fax machine
- H. The ability to attend training as assigned, and to utilize newly acquired skills from such training as necessary, to achieve the objectives of the Billing Clerk position, is required.
- I. Must be able to handle confidential and sensitive matters with complete discretion, and must be able to keep sensitive information completely confidential.
- J. Must be able to represent the Association in a positive and professional manner.
- K. The ability to work on an "as needed" basis on various assignments and projects is required.
- L. Physical Requirements (Sufficient dexterity to perform the tasks as listed in the job description for this position is required.)
 - 1. Physical Skills Level B (Noticeable) - Some physical skill is required. Certain coordinated finger, limb, or body movements must be performed in the course of regular work routines.

2. Physical Effort Level 1 (Moderate) - Minimal physical exertion is required. Most job time is spent sitting with occasional walking. Occasional lifting and/or carrying of lightweight materials or equipment is required.
3. Sufficient dexterity to perform the tasks listed in the job description for this position is required.
4. The ability to talk and listen in person, and on mobile radios and cellular telephones, is required. Must be able to respond when being notified by a mobile radio or cell phone.
5. Adequate near and far vision (for driving) required.
6. Adequate depth perception (driving) required.
7. Adequate color vision required.
8. Some travel may be required. May be asked to take occasional trips out of the Benton REA service area in order to attend meetings, training classes and seminars. These trips will require driving a vehicle that is provided by the Association.
9. The ability, and willingness, to drive to any of the Benton REA offices, located in Prosser, Toppenish, and West Richland, as directed upon short notice, is required.
10. Must possess good vision (normal or corrected). This item is required.
11. Being able to work eight hours per day, forty hours per week, and overtime as assigned, is required.
12. The physical dexterity to operate computer equipment and/or typewriters is required.
13. The physical ability to remain seated for extended periods of time (approximately 2-3 hours) while working at a desk is required.

II. PREFERRED SKILLS:

- A. Previous experience with a RUS financed electrical distribution cooperative is preferred.
- B. Experience performing data entry on a mainframe (or mini) computer, multi-user computer system, or computer system network, is preferred.
- C. Proficiency in answering billing questions in person or over the telephone quickly and efficiently is preferred.
- D. Some clerical and/or accounting experience is preferred.
- E. Experience working in a Billing Department for an electric utility company is preferred.

- F. Experience with transferring phone calls, paging, and voice mail on a Toshiba phone system is preferred.

III. WORK ENVIRONMENT:

- A. Work Demand Level B (Average) - Work pressures, disturbances of workflow, and/or irregularities in work schedule are to be expected and may occur on an intermittent basis.
- B. Working Conditions Level 1 (Good) - Generally good working conditions. Little or no exposure to extremes in noise, temperature, etc. Little or no exposure to safety or health hazards.
- C. Will be working in an office environment most of the time. The office environment is air conditioned or heated as needed. Some time may be spent traveling to Benton REA branch office locations. The branch office locations are also air conditioned or heated as needed. It is possible that there will be travel required to education or training courses inside and/or outside the Benton REA service territory.

Revised on 1-8-14