

## Job Description

### **Billing and Member Service Representative**

#### **Position Summary:**

This position provides effective customer service by responding to member inquiries relating to new and existing accounts, billing, and collections. The position is also responsible for coordinating and performing the required work to accurately develop and maintain member billing records.

#### **Essential Duties and Responsibilities:**

##### ***Billing and Account Management (50%)***

- Responsible for ensuring that information, as it relates to billing the consumers, and all related documents, is accurately processed, delivered, and maintained in accordance with policies and procedures.
- Reviews member usage and bills for possible billing errors, issues, or concerns.
- Coordinates and directs the monthly collection and disconnection activities with the Operations Department according to approved procedures and practices.
- Oversees collections process including submitting account to collections, supplying additional data when needed and processing payments received.
- Prepares statements for electric members, and processes meter read for all accounts.
- Prepares invoices and statements for all miscellaneous charges to members and non-members, generates related revenue report, and reconciles month end receivable balances.

##### ***Member Services/Other (50%)***

- Serve as the front line of communication for member and general public interactions.
- Provide prompt and courteous service via telephone, email and in-person.
- Process daily payments and bank deposits efficiently and accurately and ensure accurate accounting of transactions.
- Responds courteously and efficiently to member-consumer inquiries by telephone, e-mail,
- Assist with other projects and duties as assigned.

#### **Skills and Qualifications:**

- Associates degree or higher in Business or Office Administration or related degree
- At least two years' experience in customer service
- Previous experience in cash handling and collections preferred
- Understanding of customer management software (NISC preferred)
- Knowledge and understanding of the electric utilities a plus

**Environment/Working Conditions:**

Must be able to work outside of normal business hours. Travel required to attend meetings and/or interact with members, cooperative leaders, boards, committees, and related entities and activities. Travel within and outside the BEC service territory is required with occasional overnight stays.

Incumbent will work in a general office environment.

*This position description is intended to provide only basic guidelines for meeting job requirements. Responsibilities and job criteria may change as needs evolve.*