

# **New Holstein Utilities Job Description**

## **Billing and Customer Services Representative**

### **ACCOUNTABILITY**

Under the direction of the New Holstein Utility Commission, and accountable to the Office Manager and General Manager, the person in this position is responsible for preparing monthly bills for all utility customers and related reports, using data processing and management assistance skills.

Extensive customer communications and related work of calculating, issuing, explaining, and adjusting customer utility bills for services rendered. Work involves responsibility for receiving customer requests for connects/disconnects of service and preparing and maintaining billing records. Work includes billing, accounts receivable, word processing, preparing/maintaining spreadsheets, database, along with various customer service and clerical activities.

### **DUTIES AND RESPONSIBILITIES**

#### Billing:

- Responsible for maintaining all customer accounts.
- Supervises the meter reading activity including the scheduling, route preparation, and meter reading data collection.
- Verifies meter readings for accuracy and reviews accounts for billing accuracy.
- Updates meter reading routes as necessary.
- Processes monthly bills and confirms mailing of bills with outsourcing vendor.
- Updates and prepares billing reports.
- Executes lien processing procedures.
- Maintaining meter software.

#### Administrative:

- Maintains meter, transformer, lighting and water softener records in billing software and Access records database.
- Prepares billing inserts (with assistance from other staff members).
- Prepares monthly sales reports.
- Completes daily posting of online and/or ACH payments.
- Runs weekly and monthly trial balance reports.
- Assists Accounting/Customer Service Rep. as needed with sorting mail, receiving payments, entering payments and making deposits.

#### Customer Services:

- Completes an appropriate review of customers with accounts utilizing demand billing, budget billing and time-of-use metering.
- Answers in-coming telephone calls.

- Enters customer account changes in customer services software.
- Assists customers with utility accounts and collection efforts, including interactions with agencies to provide financial assistance to customers.
- Administers policies and procedures regarding past due accounts, disconnections and reconnections of customer accounts.
- Assists with inquiries and complaints relating to utility bills and customer service issues.

Performs other duties as assigned by the Business Manager and/or the General Manager.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and proficiency in utilization of Microsoft Office Word, Excel and Access programs.
- Proficient skill in using a personal computer and specialized software applications for customer billing and account information.
- Knowledge and/or ability to design utility reports using the utility's customer service system.
- Knowledge and/or ability to efficiently utilize utility billing and accounts receivable methods and procedures.
- Proficient skill in using common office machines and equipment.
- Proficient skill in using mathematical computations used in accounting.
- Effective use of verbal and written communications skills.
- Performs data entry operations rapidly and accurately.
- Demonstrated ability to make moderately complex decisions in accordance with established policies and procedures.
- Ability to establish and maintain effective working relationships with customers, co-workers and business partners.

### **QUALIFICATIONS**

Post-secondary school degree and at least two (2) years of experience in bookkeeping, accounting, or related field; or any equivalent combination of training and experience will be considered. Some customer service experience is preferred. Must possess and maintain a valid State of Wisconsin driver's license.