Job Description

POSITION TITLE: Billing Technician (Non Exempt)
REPORTS TO: Director of Financial Services

JOB FUNCTION:
The Billing Technician works under the general supervision of the Director of Financial Services. The Billing Technician, along with the Accounting Coordinator, is responsible for the performance of all of the billing and clerical tasks associated within the Billing Department. The Billing Technician works with the Accounting Coordinator to ensure billing related deadlines are met. On occasion the Billing Technician may be assigned duties in other departments by the Director of Financial Services.

ESSENTIAL JOB DUTIES:

- Process customer work orders.
- Transfer meter reading data to and from the utility billing system and the hand held metering reading devices in the meter department per meter reading schedule.
- Review and proof each billing cycle's customer detail billing.
- Work with the various department heads or delegates to resolve customer billing issues.
- Work with meter department employees to resolve meter reading issues.
- Work with Utility Commission customers to resolve billing issues.
- Process, print and mail customer utility bills per the cycle billing schedule.
- Maintain billing records, including registers and completed customer work orders.
- Prepare daily bank deposit and resolve discrepancies with Customer Service.
- Complete the month end and year end detail billing closing process and print all necessary reports.
- Process interruptible natural gas customer invoices each month.
- Initiate summer sewer caps and eliminate summer sewer caps as necessary. Adjust sewer caps when necessary.
- Assist outside auditors as required.
- Performs other duties as assigned.

ESSENTIAL JOB SKILLS

- Specialized and progressive experience, education and/or training in billing, customer service and related fields.
- General office practice experience, including the operation of copiers, printers, mailing machines, billing stuffer machines, and computers.
- Training and demonstrated knowledge in operating computer systems such as billing software, customer service software, work order software, hand-held meter reading devices and word processing programs, including excel, word or equivalents.
- Must possess good verbal and written communications skills. Must be able to communicate with both internal and external customers (customers, employees, vendors, and utility commission staff) in a positive manner.

- The physical requirements of the job require the ability to lift 20 pounds and on those occasions where lifting requirements may be higher, employee is required to notify supervisor of the need for assistance.

ESSENTIAL EDUCATION AND TRAINING

- College degree in business related field with appropriate course work and work experience preferred.
- Or, a combination of education, equivalent experiences, and past performance in positions similar to the duties of the Billing Technician at the Fort Valley Utility Commission.

If Interested Please Email Resume to:

hrmanager@fvutil.com