

Surprise Valley Electrification Corp.

(Open Application Period: 4-25-19 through 5-10-19)

POSITION DESCRIPTION

BILLING ADMINISTRATOR

I. **Objective:**

To administer billing process for rural electric cooperative to member accounts for electricity usage. This position is responsible for maintenance of customer records and collecting appropriate usage activity data from system inputs and workers to accurately prepare billing reports and respective invoicing to members.

II. **Position Requirements:**

- A. Must be customer-service oriented to communicate with members needing assistance with billing and capital credit inquiries.
- B. Demonstrate high attention to detail for accurate billing preparation and processing of service orders.
- C. Must be able to type efficiently, use a 10-key pad, and possess proficient computer skills (familiarity with MS Office applications preferred).
- D. Must possess or acquire thorough knowledge of all applicable Cooperative policies, procedures, and rules that are essential in handling all phases of assigned duties.
- E. Must be able to organize and implement business procedures to accomplish work duties.
- F. Position requires confidentiality in Cooperative business practices.

III. **Reporting Relationships:**

- A. Reports to the General Manager.
- B. Assists Controller with Revenue reporting as needed.

IV. **Responsibilities:**

- A. Coordinate meter route readings for collection of member meter usage data.
- B. Accurately prepare monthly billing statements to be distributed to members.
- C. Maintain and reconcile member accounts to also include corrections, adjustments, refunds, delinquent letters, disconnects, and support the collections process.
- D. Maintain Capital Credit records and distribute appropriate retirements and allocations.
- E. Process, close and generate service orders as needed.
- F. Assist in answering telephone calls and direct incoming calls to the appropriate person.
- G. Perform system-wide backups of daily, monthly, and annual data.
- H. Participate in process improvements, increase efficiency, and system migrations where needed.
- I. All other duties as may be assigned from time to time by the General Manager.

V. **Compensation:**

Depends on experience.

***** To apply for position, please submit completed application and resume. *****