

COPPER VALLEY TELEPHONE COOPERATIVE, INC.

JOB ANALYSIS - BILLING CLERK

JOB DESCRIPTION

The Revenue Accounting/Billing Clerk is responsible for providing high quality customer service, processing accurate customer billing, maintaining Accounts Receivable records, assuring accuracy of directory listings, and other miscellaneous commercial and clerical duties. As a team member, the Revenue Accounting/Billing Clerk consistently works successfully with other office, plant and management personnel in the provision of quality communications services to CVTC members and subsidiary customers. The Revenue Accounting/Billing Clerk must regularly handle multiple responsibilities and deadlines in a timely and confidential manner. The Revenue Accounting/Billing Clerk is paid on an hourly basis according to the Office/Clerical scale currently in effect.

Due to the varied job responsibilities of this position, duties may be distributed among a number of employees within this job category.

JOB REQUIREMENTS & ESSENTIAL FUNCTIONS

- * High School Diploma or GED accreditation and a minimum of three years office/clerical and accounts receivable experience. Prior telephone company billing experience preferred.
- * Proficiently operate the following types of office equipment:
 - typewriter, personal computer
 - Minimum 45 wpm with zero errors and ability to sit in front of computer screen and desk top and type or enter data for several hours at a time
 - printing calculator at a minimum of 150 digits per minute with zero errors, various printers, spiral binder, postage machine, PBX or key telephone set, copier, shredder, fax machine, microfiche viewer, filing cabinet.
- * Demonstrated working knowledge of mainframe and PC computers and application software including MS Windows and associated Windows based applications.
- * Demonstrated knowledge of CVTC and subsidiaries' system area, facilities, policies, bylaws, directory information requirements, membership types and classes, interexchange carriers available, outside data base relationships, and CVTC, NECA and AECA tariffs and their applications.
- * Ability to comprehend, and accurately bill for, many different sophisticated communication technologies.

- * Ability to perform six digit addition, subtraction, multiplication and division calculations at average or better speed.
- * Ability to interact successfully and consistently with members of the cooperative and the public, management and other employees of CVTC and subsidiaries; accurately representing CVTC and subsidiary services and projecting a positive image of CVTC and its subsidiaries.
- * Ability to speak, read and write the English language in a clear, concise manner with proper grammar, enunciation and emphasis.
- * Ability to access various files in cabinets ranging from floor level to overhead. Ability to manually and electronically file computer documents, service requests, and other documents alphabetically or numerically.
- * Ability to lift and transport certain files weighing up to 10 pounds at least one hundred feet.
- * Ability to organize and accomplish multiple tasks with varying deadlines in a consistently accurate, timely, calm and professional manner, often with regular interruptions.
- * Maintains composure when dealing with a difficult member.
- * Ability to maintain all records under his/her care in a highly confidential, organized manner.

JOB RESPONSIBILITIES

1. Responsible for providing excellent and confidential Customer Service to CVTC members and subsidiary customers. This includes, but is not limited to, the following:

- Promptly, accurately, and successfully responds to customer inquires, dealing both face-to-face and by telephone; promptly notifies supervisor of any problems or concerns that may arise.
- Promptly answers telephone calls routed to his/her extension in a friendly, professional manner.
- Makes efficient use of time when dealing with customers or other individuals whether by telephone or face-to-face.
- Fills-in for Service Representative/Cashier on an as-needed basis. See Service Representative/Cashier Job Analysis for further details.
- Consistently portrays an upbeat, professional image and attitude when dealing with customers. Ensures that all customers are treated courteously and fairly.

2. Responsible for assuring the correct and timely processing of customer statements. This includes, but is not limited to, the following:

- Timely and accurately closes all service orders in accordance with CVTC and subsidiary policies, procedures and tariffs. Assures that customer is billed applicable tariffs, both recurring and nonrecurring. Prorates any mid-month change in service.

- Provides timely updates to all applicable data bases for changes in customer accounts. This includes, but is not limited to, LIDB, directory assistance, directory company, and interexchange carriers. Processes calling card requests.
- Rates call records for Copper Valley Telephone, Copper Valley Long Distance and Copper Valley Wireless.
- Processes unratable, nonbillable, and rejected tolls, forwarding such tolls to the long distance carriers in a manner consistent with CVTC practices at least once monthly.
- Processes miscellaneous adjustments to customer accounts such as charges for special work performed or items purchased as required, in a complete manner.
- Processes public and semi-public paystation adjustments and billings on a monthly basis.
- Calculates, prints, processes and mails customer statements.
- Reconciles local service charges on a monthly basis.
- Completes procedures necessary to allow for the retention of all billing transactions and records.

3. Responsible for the collection and aging of Accounts Receivable, and the maintenance of customer memberships and deposits. This includes, but is not limited to, the following:

- Responsible for the collection of past due amounts in accordance with CVTC and subsidiary policies and tariffs. This includes preparation and mailing of delinquent notices, calling past due accounts, and forwarding accounts subject to disconnect to the Commercial Manager for approval.
- Maintains accurate and detailed membership and deposit (M&D) information. Refunds and/or applies M&D's to members or member's account in accordance with CVTC subsidiary tariffs and policies. Verifies accuracy of computer and manual records on a monthly basis.
- Prepares a quarterly list of accounts to be written off. After Board approval, separates various components of write-off amount and posts into computer system.
- Prepares and forwards bad-debt accounts to collection agency or initiates small claims as approved by the Customer Service Supervisor.

4. Responsible for updating and verifying directory listings, relating both to directory assistance and to the directory publishing company. Duties include, but are not limited to, the following:

- Provides semi-weekly updates to both directory assistance and directory publisher; assures accuracy of customer listings. Promptly responds to requests for clarification or additional information.

- Issues and closes service orders to update monthly yellow page advertising billed to members upon publication of new directory. Reconciles total advertising billed to control sheets.
- Assists in the coordination of publication of the annual directory including inside cover pages and cover photo contest.

5. Is responsible for confidentially performing general clerical and commercial duties including, but not limited to, the following:

- Assures current computer backups are made of all data files in accordance with current CVTC practices.
- Cleans and maintains line printers on a monthly basis.
- Prints various forms and mailing label lists, assists in stuffing and mailing special notices and mailings.
- Provides complete and accurate statistical reports and charts as required.
- Archives customer records according to CVTC practices and procedures.
- Completes all other office/clerical duties as may be assigned by management in an accurate and timely manner consistent with CVTC practices.

6. Provides a high degree of professionalism and enthusiasm in the performance of all responsibilities assigned by management. Consistently displays an upbeat attitude projecting a positive image of CVTC, its subsidiaries, and all employees.

REPORTING RELATIONSHIPS

The Revenue Accounting/Billing Clerk reports directly to the Billing Supervisor and in his/her absence to the Customer Service Supervisor and the Chief Financial Officer.