



## JOB DESCRIPTION

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**Job Title:** Billing Specialist

**Department:** Finance

**Reports To:** Finance Manager

**FLSA Classification:** Full time, Non-exempt

**Revision Date:** March 2023

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### **I. Position Summary:**

The Billing Specialist completes and processes the necessary work to generate accurate and timely utility bills for Greer Commission of Public Works customers.

### **II. Position Responsibilities: Essential**

- Ensures that the water, gas and electrical meter readings are uploaded into the billing system from the handheld data collection units.
- Prints billing registers and verifies accuracy.
- Calculates necessary adjustments to the Accounts Receivable records, including estimated usage based upon a reasonable analysis of historical usage.
- Coordinates with Meter Reading and Operations staffs in the investigation and reconciliation of unusual readings charges or invoices.
- Sets up and maintains customer accounts as necessary and required.
- Enters miscellaneous charges or credits.
- Reviews and verifies commercial demand meters for commercial electric accounts.
- Ensures accuracy of all bills.
- Prepares and transfers of data packages containing gas, water, wastewater and electrical billings to the offsite contractor for processing and mailing the customer bills.
- Operates personal computer, printers, calculators, typewriters and postage machine.
- Generates special account billings when necessary or required. May assist in service discontinuation process.
- Wear necessary protective equipment and exercise extreme safety in tool, equipment and vehicle operations.
- Understand and observe all safety rules and regulations.
- Complete CPR and first aid courses and keep certificates current.

### **III. Position Responsibilities: Other**

- Other duties as assigned.

**THIS DOCUMENT DOES NOT CREATE AN EXPRESSED OR IMPLIED CONTRACT OF EMPLOYMENT OR ALTER YOUR AT-WILL EMPLOYMENT.**

**IV. Essential Skills and Experience:**

- High School degree with some college credits preferred.
- 2 years experience preferably in the Utility industry.
- Ability to communicate very well with meter readers and field technicians.
- Ability to deliver work accurately and on time.
- Ability to reason well.
- Experience working with computers, copiers, calculators and other office equipment.
- Experienced knowledge of MS Office or Windows based software required.
- Demonstrated customer service skills.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong interpersonal and customer service skills required.
- Ability to multi-task, prioritize and deal with interruptions while meeting timely deadlines.

**V. Beneficial Skills and Experience:**

- Strong working knowledge of Excel, AS400
- College credits or continuing education a plus.
- Familiarity with billing procedures in the utilities industry.
- Background in accounting.

**VI. Mental and Physical Demands (per ADA guidelines):****Physical Demands Lift/Carry**

Stand - F (Frequently)

Walk - C (Constantly)

Sit - C (Constantly)

Handling / Fingering - C (Constantly)

Reach Outward - C (Constantly)

Reach Above Shoulder - C (Constantly)

Climb - N (Not Applicable)

Crawl - N (Not Applicable)

Squat or Kneel - O (Occasionally)

Bend - F (Frequently)

Driving – O (Occasionally)

**Lifting**

10 lbs or less - C (Constantly)

11-20 lbs - C (Constantly)

21-50 lbs - O (Occasionally)

51-100 lbs - N (Not Applicable)

Over 100 lbs - N (Not Applicable)

**Push/Pull**

12 lbs or less - C (Constantly)

13-25 lbs - N (Not Applicable)

26-40 lbs - N (Not Applicable)

41-100 lbs - N (Not Applicable)

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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Print Employee Name

Employee Signature

Date Signed

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Print Manager/Supervisor Name

Manager/Supervisor Signature

Date Signed