

**PIERCE PEPIN COOPERATIVE SERVICES  
ELLSWORTH, WISCONSIN**

**POSITION OPENING**

**BILLING COORDINATOR**

Pierce Pepin Cooperative Services (PPCS), located in Ellsworth, WI, seeks a Billing Coordinator to oversee all phases of the billing, credit, and collections processes for members of PPCS and customers of SwiftCurrent Connect. PPCS is a growing cooperative that serves 7,000 members in western Wisconsin. Our broadband subsidiary, SwiftCurrent Connect, provides fiber internet to over 2500 customers and is rapidly growing. With convenient access to the Twin Cities metro areas of Minneapolis/St. Paul, MN, living and working in our service area provides tremendous opportunities for professional and personal rewards. PPCS seeks an experienced professional who understands the need for accuracy and has a passion for details. PPCS is seeking a dynamic individual looking for new challenges and to help PPCS members Live Better®.

**Essential Job Duties**

This position is responsible for coordinating and performing the required work in maintaining member and customer billing records to assure accuracy and conformity with retail rates and approved billing and collection policies and procedures. This position performs all necessary credit functions. This position has the responsibility of handling member/customer inquiries, answering telephones, and greeting visitors.

- Manage all phases of billing including but not limited to: verifying meter readings, reviewing billing reports, process bills for all divisions and subsidiaries, verifying tax exemptions, reviewing service orders, set up prepaid accounts. This includes updating rates, demand, managing idle services, supervising budget billing programs, and scheduling of billing/collections.
- Responds courteously and efficiently to members and customer inquiries via telephone, in person, by email and mail, resolving problems, making necessary adjustments, approving deferred payment agreements, and furnishing historical usage information.
- Calculate and review billing adjustments and, if needed, set up as monthly payments and monitor until paid.
- Oversee collections: notification, disconnects, NSF's, charge offs, payment arrangements, collection agencies, credit inquiries, bankruptcies, etc. Responsible for analyzing results of collections and presenting recommendations for future collections activity.
- Manage energy assistance and analyze public benefits to determine eligibility, calculate benefit amounts, and apply benefit to member's account.

**Knowledge, Skills, and Abilities**

- Bachelor's degree in related field is preferred.
- Minimum two years' experience in customer service, billing or related field; 5+ years preferred.
- Proven customer service skills are required.
- Experience with NISC iVUE Solutions preferred.
- Electric, utility or communications cooperative experience preferred.
- Knowledge of Microsoft Office / Office365.
- Excellent written and oral communication skills.
- Excellent organizational skills with a high degree of attention to detail.

- Experience working in a team-oriented, collaborative environment.
- Demonstrate cooperative shared values and embodies servant leadership.

**Conditions of Employment**

- Must be able to meet physical requirements of the position.
- Must be able to pass a physical exam, including drug and alcohol testing.
- Must be able to pass a background check.

**Compensation and Benefits**

PPCS offers a competitive compensation and benefits package. Salary based on experience.

**How to Apply**

To apply, please email a cover letter and resume to Charity Lubich, [clubich@piercepepin.coop](mailto:clubich@piercepepin.coop). A full position description can be reviewed at [www.piercepepin.coop/careers-ppcs](http://www.piercepepin.coop/careers-ppcs).

PPCS is an Equal Opportunity Employer and values diversity.