

**PIERCE PEPIN COOPERATIVE SERVICES  
ELLSWORTH, WISCONSIN**

**POSITION DESCRIPTION**

**BILLING COORDINATOR**

**DEPARTMENT: Member Relations**

**STATUS: Full time, Hourly, Non-Exempt**

**I. POSITION SUMMARY**

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 a responsibility of handling member/customer inquiries, answering telephones, and greeting visitors.

**II. REPORTING RELATIONSHIPS**

- A. Reports to: Vice President, Member Relations and Human Resources
- B. Supervises: None

**III. MAJOR RESPONSIBILITIES AND AUTHORITIES**

**A. Essential Functions**

**Billing**

1. 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.
2. 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.
3. Coordinate auto pay and process monthly auto pay files.
4. Review accounts for loan eligibility.
5. Calculate and review billing adjustments and, if needed, set up as monthly payments and monitor until paid.
6. Verify membership account setups, transfers and disconnections.

7. Refund security deposits and approve security deposits required initially as well as refund credit balances on final accounts.
8. Investigate imbalances to GL, cash discrepancies, billing errors, misapplied payments and correct.
9. Respond to members inquiries including high bill / high usage situations.
10. Coordinate rebate processes.
11. Process a variety of accounting reports.

### **Collections**

1. Oversee collections: notification, disconnects, NSF's, charge offs, payment arrangements, collection agencies, credit inquiries, bankruptcies, etc. This includes coordinating with operations and performing some after-hours work. Responsible for analyzing results of collections and presenting recommendations for future collections activity.
2. Process lien waivers.
3. Provide credit references to other utilities for our members.
4. Manage tampering issues.
5. Report monthly to management on bad debt and disconnect statistics.

### **Other**

1. Answer telephone calls and respond to member inquiries. Provide assistance to members and customers through the front desk operations.
2. Greet visitors in a professional, pleasant and friendly manner.
3. Manage energy assistance and analyze public benefits to determine eligibility, calculate benefit amounts, and apply benefit to member's account.
4. Assist with membership capital credits in terms of estates, escheat process, duplicate accounts, splitting of memberships and repayments. Report to management monthly.
5. Supervise medical accounts.
6. Respond to member/outside agencies inquiries and complaints about a variety of issues.
7. Responsible for record retention for all billing and collection information.

The **Billing Coordinator** shall be required to perform any other duties assigned in order to fulfill the objectives of the Cooperative.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

#### **IV. EXTERNAL RELATIONSHIPS**

- A. Members/customers: billing questions, payment arrangements, backup all calls.
- B. Attorneys: replevin actions, bankruptcies.
- C. IRS: Subpoenas for member info.
- D. Banks: NSF's, credit card services, deposit corrections.
- E. County Assistance Offices & other assistance agencies: disconnect situations and Public Benefits program.
- F. District Attorney's office & Sheriffs Dept: Tampering issues.
- G. Collection agencies.
- H. Cooperative Response Center (CRC): after hours' contact.
- I. Opus 21: Lock box processing.
- J. NISC: technical support or improvements.
- K. Wisconsin Electric Cooperative Association (WECA): member complaints.

### **POSITION SPECIFICATIONS**

#### **BILLING COORDINATOR**

##### **Job Knowledge and Training and Experience:**

1. Education: High school diploma or equivalent; preference is an Associate's or Bachelor's degree in related field (or equivalent job experience).
2. Experience: Minimum of two years' experience customer service, billing or related field is required; 5+ years preferred. Minimum of two years' credit experience is preferred. Electric or communications cooperative experience preferred. Must be computer proficient with Microsoft Office suite of products. Proven customer service skills required. Excellent English grammar and spelling are required for the preparation of correspondence and reports. Must possess knowledge of office practices and procedures. Must be assertive and exercise initiative and independent judgment.

**Equipment Operated:** Position utilizes computer terminals, personal computers, and standard office equipment in the completion of their duties.

**Abilities and Skills:** Must be able to carry out a variety of activities, which requires a high degree of accuracy and attention to detail. Must be able to organize work to meet deadlines. Excellent oral and written communications skills are required. Must be able to maintain corporate confidential information. Knowledge of spreadsheets and word processing software is required, preferably experience with MS Excel, Microsoft Word, PowerPoint and Outlook. Working knowledge of NISC iVUE applications is preferred.

##### **Physical and Mental Effort:**

1. Must be able to sit, walk and/or stand for prolonged periods, up to 7 hours in an eight-hour day, with or without back support.

2. Must be able to perform light physical work as abilities allow.
3. Must be able to communicate effectively on the telephone and in person to provide information and assistance.
4. Must be able to move throughout the buildings.
5. Must be able to reach in all directions and bend/stoop to store and retrieve items, use equipment, computer and office equipment.
6. Must have dexterity and hand/eye coordination necessary to operate office equipment, computer keyboard and communication equipment.
7. Hearing activity requires the ability to participate in numerous conversations throughout the day, both in person and over the telephone.
8. Must have the ability to maintain concentration and focus on tasks requiring timeliness and attention to detail.

**Working Conditions:**

1. Must be able to complete job duties in an environment with some background noise and frequent interruptions.
2. Must be able to work in an office environment and be outside for required travel and some community events.
3. This position must be prepared to provide assistance during after-hours as needed.

**Travel:** Occasional travel (company vehicle or commercial vehicle) may be required.

After an offer of employment has been made, a physical exam is required which includes both drug and alcohol testing. Background checks will also be completed.

*The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.*

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

Originated: 3/15/2002  
Updated: 09/08/2023

***Pierce Pepin Cooperative Services reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.***