

JOB DESCRIPTION

Position Title: Billing Supervisor

Department: Member Services

Reports To: VP of Administration

FLSA Status: Salary

Education Requirements: Bachelor's degree in accounting, Finance or Business Administration and/or Information Technology

Experience Requirements: 5-7 years of accounting experience; knowledge of cooperative accounting and background with electric utility beneficial;

Physical Requirements: Ability to sit at a workstation for long periods of time

Job Summary:

Billing supervisor is responsible for overseeing the billing process and member rate and meter analysis.

Essential Duties and Responsibilities

- Oversee and manage 2-cycle billing operations, rate administration, and billing systems to ensure accurate billing, operational efficiency, compliance, and effective member account administration and service delivery.
- Overseeing automatic payment agreements and transactions as well as balance daily billing transactions through various sources including electronic payments.
- Manages non-payment accounts with third party collection agency and semi-annual bad debt processing.
- Expert in NISC software – Customer Service - to manage member accounts effectively and optimize billing processes as well as member front end services including mobile app, meter data systems and communications systems.
- Design and implement workflows to support effective member account administration and service delivery.

- Support member services staff to maintain exceptional member service and continuous process improvement.
- Monitor billing performance, monthly financial reporting, and operational metrics to support organizational goals and strategic decision-making.
- Manage and process all field service orders. (new service, equipment change out, succession, etc.)
- Conduct utility rate and Cost-of-Service analysis to support financial objectives and rate planning initiatives.
- Ensure the integrity, accuracy, confidentiality, and security of member and billing data within all applicable systems.
- Collaborate with leadership and internal departments to support budgeting, financial planning, and operational initiatives.
- Maintain compliance with applicable organizational policies and industry standards related to utility billing and rate administration.
- Performs other related duties as assigned

Required Knowledge/Skills/Abilities:

- Knowledge:
 - Knowledge of utility billing requirements and industry standards preferred.
 - Knowledge of cooperative management principles, financial analysis practices, and customer service operations.
- Skills
 - Strong analytical and problem-solving skills.
 - Excellent communication and interpersonal skills.
 - Strong attention to detail and organizational abilities.
- Abilities
 - Proficient with Microsoft Office Suite or related software.
 - Valid driver's license

This job description is in no way stated or implies that these are the only duties to be performed by the employee incumbent in this position. HWEC employees are required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.