# Personnel – Job Description

**Job Title**: Billing Clerk

**Department:** Office Services

**Reports To:** Director of Office Services

**Supervises:** None

**FLSA Status:** Nonexempt

**Date Issued:** January 1, 1999, General Manager

**Date Amended:** October 23, 2025

## General Duties

1. Assist in providing member-owners with adequate and dependable electric service at the lowest possible cost consistent with good service, efficiency and sound business practices.
2. Promote increased understanding and acceptance of the cooperative ownership philosophy by the member-owners, employees, and public.
3. Communicate and coordinate the activities of this department with other departments with emphasis on teamwork, maintaining the established goals and positive image of the Cooperative.
4. Keep immediate supervisor and management adequately informed of the end results of the activities of this department.
5. Practice and uphold all policies of the Cooperative as adopted by the Board of Directors.
6. Practice and know safe work habits and abide by the safety rules of the Cooperative. Unsafe acts shall be reported and work stopped in the area until corrective steps are taken.
7. Provide courteous, prompt and accurate service that will create good will and enhance the image of the Cooperative with the member-owners and general public in all daily contacts.
8. Take care to observe and present a neat, pleasant appearance. Dress to suit the position; however, each employee should dress as neatly as possible.
9. All employees will have a phone for contact during emergencies.
10. Have and maintain a valid Wyoming driver's license and have an insurable driving record.

## Specific Duties

1. Maintain an up-to-date knowledge of the RUS-prescribed Uniform System of Accounts and confer with management to determine if new and revised procedures are applicable and institute required changes.

    a. Keep well informed regarding trends and new developments in data processing/billing procedures and equipment, and determine if improvements can be made.

    b. Pleasantly receive all office visitors and direct them to the proper person or office where their request can be properly handled. Receive all telephone calls in a prompt and courteous manner that will create good will and enhance the image of the Cooperative.

    c. Transmit any item requiring board approval to the Director of Office Services at least 10 days prior to board meetings.

    d. Assist in receiving and processing all payments for electric service and other charges and collections. Issue receipts to all payee over-the-counter transactions. Assist keying activities for all systems.

    e. Assist in verification of cash receipts each day. Report any over or under figures to the Director of Office Services. Assist in preparation of deposit receipts for bank.

    f. Make every effort at all times to be courteous to members and public, promptly handling complaints and requests for service.

    g. Assist the Consumer Accounting Clerk with service orders and AMI system. Assist as backup dispatcher on the radio, when necessary, and be prepared to handle emergency calls.

2. Responsible for preparation of consumer bills on a monthly basis.

    a. Contact members on returned checks and inform them of the return check charge. Contact members with expired credit cards as well as members whose auto-payments have been received as rejected. Advise the Director of Office Services if a member fails to respond promptly to telephone calls or letters.

    b. Verify billing figures on pre-bill and make corrections prior to monthly billing.

c. Responsible for preparation of bills for mailing.

3. Responsible for preparation of delinquent notifications on designated day, 15 days from the billing date. Prepare list of delinquents and circulate to Director of Office Services.

   a. Responsible for preparation of disconnect orders for accounts still delinquent 10 days after notifications have been completed.

   b. Monitor delinquent accounts on a regular basis, keeping the Director of Office Services informed of any problems.

   c. Turn any uncollectible accounts that have been disconnected to a collection agency after proper notice has been given.

   d. Follow bad debt processing procedures that may be deemed necessary.

   e. Set up and maintain budget billing accounts.

   f. Audit irrigation accounts to insure that maximum demand was established on a yearly basis.

   g. Document any contact with consumers regarding a specific complaint that is unresolved and submit consumer complaint forms to the Director of Office Services for review and discussion.

4. Give prompt attention to all paperwork necessary to keep others well informed and expedite the accurate completion of all regular activities and special assignments.

   a. Answer all billing correspondence promptly and accurately.

   b. Balance Account 142-Accounts Receivable and 235-Consumer Deposit dollars with Director of Office Services on a monthly basis.

   c. Prepare billing journal entry adjustments and post to accounts. Give a copy of adjustments to the Director of Office Services for approval.

   d. Delinquent lists, doorknockers, delinquent disconnects, small claims and credit bureau collections will be presented to the Director of Office Services for approval. All pertinent information will then be presented to the General Manager for his information.

6. Perform all duties in connection with retirement of prior year's capital credits.

a. Balance patronage accounts and calculate capital credit allocations. Verify with Director of Office Services.

b. Check, sort and mail capital credit notices.

c. Maintain an up-to-date record of all consumer capital credits.

d. Prepare all general correspondence in relation to capital credits.

e. Perform all duties in connection with payments of capital credits to deceased patron estates.

f. Follow procedures regarding bad debt processing where capital credit write-offs are concerned.

7. Maintain a cooperative attitude and assist fellow employees in any work you are capable of doing, or as directed by the Director of Office Services or General Manager, which tends to expedite the business of the Cooperative.

   a. Advise the Director of Office Services of needs for equipment and supplies, and assist in maintaining all general office areas in a neat and orderly fashion.

   b. Prepare time sheet daily. Consult with the Director of Office Services concerning any irregularity in hours worked or time off.

8. Keep the Director of Office Services well informed and seek her advice and counsel on special problems in which you need assistance or which may require her attention.

9. Assist members with questions and purchases of Cove Heaters, Steffes Storage Heaters, and Marathon Water Heaters. Making sure pricing and inventory are current. Creating invoices for heaters and parts sold.

10. Process Energy Efficiency Rebates and applying credits to member accounts. Filling out and submitting the proper paperwork to Tri-State for re-imbursement.