

**SHELBY ENERGY COOPERATIVE
POSITION DESCRIPTION**

JOB TITLE: Billing & Customer
Service Specialist

LOCATION: Billing & Customer
Service

FLSA STATUS: Non-Exempt

EEO CODE: 05

REPORTS TO: Manager of Billing &
Customer Service

NRECA JOB CODE: 21-3511

GENERAL SUMMARY:

Under the direct supervision of the Manager of Billing & Customer Service, perform accurate and efficient billing activities and functions along with providing courteous and professional customer service to the members in all aspects of electric service and requests for information. Demonstrate the ability to complete numerous tasks and job functions with frequent interruptions. Communicate well and share pertinent information with all concerned.

ESSENTIAL DUTIES AND TASKS:

1. Primarily responsible for providing effective billing and customer service to Shelby Energy members regarding bill payments, payment arrangements, billing calculations, connects/disconnects and transfers of electric service, new construction requests, delinquent and collection processing, capital credit inquiries, preparing bank deposits, answering telephones, dispatching service calls, outages and/or emergencies to line technicians.
2. Collect, process and audit data to complete daily activities.
3. Maintain working cash and reconcile cash drawer daily.
4. Prepare daily, monthly and year-end reports on member accounts.
5. Download data from electronic meter reading devices, process and check meter reading information and check reports submitted by metering devices to assure accurate billing.
6. Collect and maintain information on meters, transformers, pole data and other data needed to compile monthly records of the above property of the Cooperative in accordance with RUS and CFC guidelines.
7. Participates in CPR training, safety classes, and other safety activities as necessary.
8. Assist management with special projects as assigned.

9. Attends and participates in the annual meeting as directed.
10. Performs other projects or activities as required or assigned.

WORKING CONDITIONS:

General office environment. Regular work hours, however; occasional overtime and overnight travel may be required.

Shelby Energy Cooperative, Inc. wishes to be in full compliance with the American's with Disabilities Act. In accordance with the act, we will make reasonable accommodations to any person who needs such accommodation whether a new hire or a current employee, assuming that the employee is fully qualified for the position.

In order to maintain a safe working environment, each Shelby Energy employee shall:

1. Adhere to Shelby Energy's Safety Manual and abide by the rules adopted by the Shelby Energy and applicable governmental regulations
2. Attend and participate in Shelby Energy's Safety Meetings as assigned
3. Comply with all NESC, OSHA, DOT, PSC and Federal Motor Carrier regulations
4. And take responsibility for their own safe work practices and the safety of others.

EFFORT:

Must be able to see, hear, and speak. Reaching, stretching, bending and regular use of fingers for entering/keying data are a routine part of the job. Must be able to lift, move and carry up to thirty-five (35) pounds, which may be accommodated. Work requires sitting for long periods of time and working at a computer screen. Must be willing and able to work with detail. Work can be very fast-paced and stressful. Daily contact with co-workers, members and visitors to the building.

MACHINES, TOOLS, EQUIPMENT:

Computer, printer, calculator, copy machine, scanner, fax machine and telephone.

MINIMUM QUALIFICATIONS:

1. High school graduate or equivalent required.
2. Experience in general office procedures, bookkeeping and computer skills desirable. Proficiency working accurately with numbers.
3. Must be able to pass any required drug test and new hire physical examination.
4. Must be able to maintain complete confidentiality of any information she/he encounters.

SPECIALIZED SKILLS AND KNOWLEDGE:

1. Must maintain confidentiality of all information encountered
2. Good oral and written communication skills
3. Must have good computer knowledge and skill.
4. Must be able to use business software packages, applications within Microsoft Office, Excel, etc.
5. Good problem-solving skills and ability to be an attentive listener
6. Must have attention to detail.

The Company reserves the right to revise and alter this job description as needed.