

THE YORK WATER COMPANY
Job Description

JOB TITLE: Billing Specialist

EXEMPT: No
DIVISION: G&A
LOCATION: Main Office
REPORTS TO: Accounting Manager

JOB CODE: 315
DEPARTMENT: Accounting

PREPARED BY: Human Resources
APPROVED BY: CFO

DATE: October 2021
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SUMMARY: Process all the Company's billing tasks timely and with a high degree of accuracy.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. This is a general list of duties. Other duties may be assigned.

1. Perform validation of billing data and resolve issues before billing cycles are processed.
2. Process billing cycles in company assigned software and research and resolve problems as they occur during processing.
3. Work with management and staff in the customer service and distribution departments to research and resolve billing related inquiries.
4. Perform monthly account reconciliations.
5. Maintain database for customer ACH payments and create and upload batches to the bank per billing schedule as needed.
6. Create and track miscellaneous sundry invoices in database as needed.
7. Maintain updated procedure documents.
8. Create and analyze various reports to ensure continued data integrity of the billing database.
9. Perform all billing tasks for third-party water and wastewater billing on a cycle basis.
10. Serve as backup and cross-train in other areas as deemed necessary by management.

QUALIFICATION REQUIREMENTS:

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EDUCATION and/or EXPERIENCE:

High school diploma or GED required; Associates degree in Business, Accounting, or a related discipline preferred; at least two years of business experience preferred; or any equivalent combination of education and experience. Microsoft Excel experience required.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write effective correspondence. Ability to effectively present information to outside parties, other employees, and management.

REASONING ABILITY:

Ability to use commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to recognize problems within the scope of the job that require special attention and resolve the problems. Ability to understand all the pieces of the billing process and to troubleshoot issues as they arise. Ability to understand when to escalate problems to management.

OTHER SKILLS and ABILITIES:

Efficiently and accurately use personal computer, Oracle, Microsoft Office, and other software as required and operate other common office equipment. Intermediate skill in Microsoft Excel preferred.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk and sit. The employee is occasionally required to stoop, kneel or crouch.

The employee must regularly lift and/or move up to 15 pounds and occasionally must lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The employee must be able to work under stress and occasionally work additional hours in order to meet deadlines.

WORK ENVIRONMENT:

While performing the duties of this job, the employee may occasionally work near billing machinery.

The noise level in the work environment is usually moderate. Typically works in an office setting.