

**JOB DESCRIPTION**  
**VIRGINIA PUBLIC UTILITIES**

Date Updated 11/2013 Approved by \_\_\_\_\_

**Bargaining Unit** AFSCME Local 729       **Non-Bargaining**

I. **TITLE:** Billing & Customer Service Specialist

II. **RATE OF PAY:** As per Bargaining Unit Agreement

III. **REPORTS TO:** Supervisor-Accounting

IV. **RESPONSIBILITIES** (not meant to be inclusive of all duties to be assigned):

1. Electronically processes utility and merchandise billing, service orders, accounts payable, related monthly and year-end reports, and cash receipts.
2. Prepares miscellaneous service, turn on and turn off orders, and distributes them to appropriate departments and records in system.
3. Uploads and downloads electronic meter reading files as needed.
4. Provides courteous and efficient service and communicate effectively with customers, including employees of the Utility, sufficient to explain policies and procedures and deal with complaints from customers who may be hostile, confused and agitated; resolves discrepancies in customers' accounts.
5. Receives cash remittances for payment of utility bills and prepares recap and deposits in bank daily.
6. Collects delinquent accounts, prepares notices of disconnection, and orders discontinuance of service when necessary.
7. Prepares delinquent notices for mailing.
8. Compares, checks, and verifies data with speed and accuracy to locate errors.
9. Verifies customer high/low consumptions by comparing historical data from meter readings and makes estimates and/or investigative work orders, additions and rebates if warranted.
10. Performs audits on billing accounts to assure accuracy.
11. Determines the account(s) affected and record transactions against the appropriate account(s) to ensure that accurate, verifiable accounts are maintained consistent with federal, state, and other regulatory agencies, policies and procedures and with good accounting practices.
12. Makes recommendations for improvements and corrective actions; and communicate effectively verbally and in writing.
13. Analyzes problems sufficiently to maintain documentation and procedures for diverse and difficult problems while operating under rigid time constraints.
14. Assists in answering incoming telephone and radio calls.
15. Maintains documented systems operations procedures to minimize downtime and improve system performance by maintaining communications with office staff and reporting changes and new procedures to the designated supervisor; implements revision requests; and by investigating, testing and maintaining new documentation.
16. Answers questions and recommends solutions to assist other office staff experiencing computer data problems; identifies and courteously asks questions to elicit clarifying information about the problem; analyzes the information obtained through questioning to diagnose and identify solutions to the problem (referring to equipment and software manuals and using computer software tools, as necessary); takes appropriate corrective action to resolve the problem (e.g., notifying vendor of equipment malfunction).
17. Performs other related duties as assigned.

V. **WORK SCHEDULE:** Generally assigned to day shift, Monday through Friday

VI. **MINIMUM QUALIFICATIONS:**

1. Graduation from high school or equivalent required. **Minimum:** two (2) years of college in a business or accounting curriculum. **Preferred:** Bachelor's Degree in business or accounting.
2. Must be bondable.
3. Ability to understand and effectively carry out complex oral and written directions.
4. Ability to operate a variety of office equipment (computer, copier, 10-key calculator, etc.) and learn

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the computerized software programs used by the Utility.

5. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
6. Ability to define problems, collect data, establish facts and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
7. Must be familiar with personal computers and have a good knowledge of computer programs such as spreadsheets, word processors and databases. May require an occasional shift to work with operations to evaluate training.
8. Certificates, Licenses, Registrations: None specified

**VII. PHYSICAL REQUIREMENTS** are those necessary to successfully perform the essential functions of this job:

1. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to fingers for handling or feeling objects, tools, or controls, reach with hands and arms; and talk or hear.
2. The employee must regularly lift and move up to ten (10) pounds and also occasionally lift and/or move up to forty (40) pounds.
3. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus.

**VIII. WORK ENVIRONMENT:**

1. In a controlled office environment.
2. The noise level is usually moderate.