

**Job Description**  
**Office Professional**  
**Billing and Payment Specialist**

**Primary Purpose**

- To greet the public and address their needs and concerns. Ensure customer billings and payments are accurately accounted for, and ensure that accounts payable are paid promptly. Assist fellow staff members with additional tasks and technology as needed.

**Supervision**

- Under the direct supervision of the assigned supervisor, or must be self-motivated to find tasks that will improve the water district.

**Essential Functions will include, but not be limited to**

- Greet the public in person and on the phone to address any needs or concerns
- Open and close customer accounts; record warranty deeds
- Open the mail, process, and post customer payments
- Prepare daily deposit(s) and post to accounts receivable in QuickBooks
- Receive customer payments via phone and online
- Track past due accounts and note arrangements on the billing account
- Prepare files for meter reading and record readings
- Compute accurate adjustments as needed on customer accounts
- Review meter readings for accuracy before billing
- Balance billing accounts
- Compute bills and mail no later than the last working day of each month
- Generate and complete service orders through the billing process; notify customers of questionable usages
- Assist the outside staff with customer account information and service orders
- Prepare Accounts Payable invoices and attach receipts as needed
- Prepare checks for signatures and mailing before the due date
- Create accurate financial reports as necessary in QuickBooks and Excel for staff, board, and other agencies
- Maintain and file accurate records promptly
- Ensure all customer account information is kept in a secure location
- Prepare board meeting documents
- Communicate and troubleshoot technology issues with fellow employees, IT, and the billing company
- Notify delinquent accounts of disconnection through the Voice Dialer System
- Perform other duties as assigned by supervisor(s)

The position may require work outside of regular hours, including weekends and holidays, with overtime compensation. Likewise, an employee may be assigned limited responsibilities on nights and weekends.

## **QUALIFICATIONS REQUIRED**

### **Knowledge**

- Use of office equipment, knowledge of modern office practices, and standard office techniques
- Knowledge of accounting and billing practices and procedures
- Basic understanding of Microsoft Word and Excel (executing formulas is a plus) and QuickBooks

### **Abilities**

- Multi-task in a fast-paced office environment
- Follow oral and written instructions
- Work independently and be self-motivated when not under direct supervision
- Multi-task
- Ability to make mathematical calculations accurately
- Establish and maintain effective working relationships with fellow employees and the public
- Accurately document and maintain records as well as reports
- Read and apply instructions
- Communicate effectively verbally and in writing
- Perform effectively as a member of a team in carrying out the Water District's tasks
- Interpret numbers and recognize when they aren't correct or should be investigated
- Deal effectively and courteously with staff and the general public
- Perform the essential functions of the job without posing a direct threat to the health and safety of others
- Tune out the background noise within a busy office
- Have good hearing to perform phone conversations effectively and efficiently
- Must be able to count cash and make change for customers

### **Experience, Education, and Training**

- High School graduate

### **Physical Requirements**

- Perform bending, squatting, climbing, twisting, kneeling, and reaching both to ground level and overhead
- Lifting and carrying up to 25 pounds is required
- Hold and grip objects
- Use a computer screen for at least 8 hours a day
- Perform during periods of prolonged walking, sitting, or standing
- Work many hours on a computer

### **Working Environment**

- Primarily indoors
- Typically 8 am to 4:30 pm with a half-hour lunch break
- Busy and fast-paced office
- Multi-tasking.

**Licensing/Certification**

- Must have a valid Missouri driver's license
- Must have, or be able to pass within four years from the date of employment, the Certified Office Professional test through the Missouri Rural Water Association

**Miscellaneous Requirements**

- Attend company-paid training away from home
- Limit personal phone use and conversations to 10:00-10:15 am, the half-hour lunch break, 2:00-2:15 pm, and outside business hours

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**This document must be signed, dated, and returned with the application.**