

# CUSTOMER SERVICE REPRESENTATIVE (BILLING)

Finance | Customer Service



## SUMMARY

Assist billing coordinator with billing preparations. Review and perform various functions related to meter reading detail reports. Field incoming phone inquiries. Assist tellers as needed to explain billing procedures/statements.

### JOB OVERVIEW

#### Starting Pay

\$12.74 - \$16.35 per hour

#### Schedule

Monday - Friday

Must be willing to work extra hours as needed.

#### Shift

8 a.m. - 4:30 p.m.

### LOCATION

Government Tower

### REPORTS TO

Customer Service Manager

### PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

### WORK ENVIRONMENT

Interactions with members of the public

### EMERGENCY EVENTS

May be required to work during emergency events.



Questions? No problem! Email us at [employment@tpcg.org](mailto:employment@tpcg.org).

## ESSENTIAL FUNCTIONS

1. Assist the billing coordinator with billing preparations and various functions related to meter reading detail reports, including checking for mistakes on demand meter readings and consumption, viewing report comments and taking appropriate actions, estimating meter readings when information is unavailable, checking for changed and/or removed meters and taking appropriate corrective action, monitoring reports for irregularities, maintaining logs and records, etc.
2. Post transactions of daily entries and billings into the accounts receivable master control.
3. Prepare end-of-month copies of the accounts receivable balance and payment/deposit records to send to Accounting.
4. Field incoming phone calls in a courteous and professional manner.
5. Assist tellers with explaining billing procedures and statements, management with resolving billing inquiries/issues, and the parish auditor with locating and identifying information related to utility billing accounts as needed.
6. Handle high bill complaints, utility refund checks, billing reports, etc., and file documentation once resolved.
7. Work with the maintenance clerk regarding account changes.
8. Provide customers with necessary information, including utility bills, fuel adjustments, consumption calculations, meter reading, deposits, transfers, disconnections, etc.
9. When needed, serve as backup for clerical duties, teller assistance, and postage duties.
10. Perform other duties as assigned by supervisor.

## GENERAL REQUIREMENTS

1. Ability to operate a calculator, personal computer, and other office machines (copier, printer, etc.).
2. Ability to type.
3. Effective communication skills.
4. Must have great aptitude for retention, organization, and record keeping.

## EDUCATION, EXPERIENCE, AND LICENSES

1. High school diploma or GED certificate required.
2. Prior experience in bookkeeping and/or accounting preferred.