

**CENTRAL ELECTRIC MEMBERSHIP CORPORATION
SANFORD, N. C.**

POSITION DESCRIPTION

I. POSITION IDENTIFICATION

Job Title: Billing Representative
Department: Administrative Services
Supervises: None
Reports to: V.P. of Administrative Services

Other Reporting Relationships: The employee may temporarily, or on an ongoing basis, direct the activities of other(s) as determined appropriate by supervisory personnel.

Internal Relationships: Builds and maintains positive and productive working relationships with fellow employees.

Member-Consumer Relationships: Builds and maintains positive member-consumer relationships promoting the Cooperative's plans, procedures, and services as well as promoting a positive image for the organization and its goals and objectives.

External Relationships: Builds and maintains positive external relationships with the general public and other organizations which contribute to the overall success of the organization and reflects positively on the organization and its goals and objectives.

II. PURPOSE OF POSITION

Provides efficient customer service and assistance to the members of the Cooperative on a direct individual basis in person and by telephone. Acquires and processes data for use in customer service and marketing programs. Applies billing process inputs, processing methods and controls. Assists in processing and collecting account billings.

III. MAJOR OBJECTIVES AND RESPONSIBILITIES

A. ACCOUNTABILITY - the following activities are specific to this position:

1. Processing bills, delinquent notices, and related activities, and calculating billing adjustments by current policy and schedule
2. Providing favorable consumer relations, providing courteous service at all times
3. Communications with consumer contact employees regarding utility usage and explanations of accounts and assistance to other customer accounting personnel
4. Correspondence with consumers regarding incorrect meter readings, billing inquiries, internet questions, related contacts, and resolution of member billing complaints
5. Application of appropriate rates to billing accounts, accuracy of bills, and knowledge of rates, membership requirements and application, work orders, and related data
6. Reporting problems and conditions promptly which warrant immediate resolution
7. Research and accuracy of member billing data
8. Reports to immediate supervisor of progress and deviation from plans in areas of responsibility and communications with superiors and co-workers
9. Performing daily computer-related activities, as required to meet weekly and monthly deadlines
10. Maintenance and accuracy of consumer records, meter records, member files, service order records, and other assigned documentation
11. Processing refund requests, running reports, balancing, and maintaining proper audit controls

B. The following activities are performed by all CEMC employees:

Observe all safety rules.

Keep informed of all CEMC plans, policies and programs.

Keep supervisor informed of all activities.

Exercise reasonable care in the use of and security of all CEMC assets.

Make every effort to serve all consumer-members courteously and efficiently; to respond to their inquiries appropriately, and if necessary, refer them to the appropriate party for resolution.

CENTRAL ELECTRIC MEMBERSHIP CORPORATION POSITION SPECIFICATIONS

Position Title: Billing Representative

Education: High School Diploma or equivalent.

Job Training, Experience, and Knowledge: Five years or more direct experience in a customer service, cash collections and/or customer billing service environments preferred. The Billing Representative II must be capable of accurately applying billing and audit controls in order to assure the accuracy of billings for services rendered by CEMC. The individual is expected to perform mathematical calculations accurately and timely. Must have the ability to proficiently communicate through written and verbal methods of business communication. The individual must maintain and project a positive image to the public and within the organization in order to effectively project and reinforce the goals and objectives of the organization. Must have the ability to problem solve and communicate clearly in written and spoken forms. The position requires that the individual be capable of performing duties accurately and professionally at all times. The individual must have the ability to work productively under deadlines and maintain a high degree of accuracy in performing assigned duties. Knowledge of basic accounting principles.

A combination of educational equivalents, and/or directly related prior work experience and/or training with demonstrated proficiency may be substituted for any or all of the stated educational requirements.

Abilities and Skills: Must be able to carry out a variety of activities which require a high degree of accuracy and attention to detail. Must be capable of multi-tasking and maintaining productivity and efficiency in executing duties and assignments.

Equipment and Machinery Operated: Position utilizes computer terminals, personal computers, calculators, telephone and radio communications equipment, photocopier machine and other standard office equipment in the completion of assigned duties. Operates automobile if specifically assigned.

General physical activity and demands: These activities may be performed from standing or seated position depending on the tasks being accomplished. Position requires frequent standing, walking, stooping, reaching and grasping. The position does not customarily require lifting weights in excess of approximately 25 lbs. The duties of the position are performed in an office environment.

Driver's License requirement: Must maintain a valid N.C. Driver's License of the type specified by the Cooperative if necessary to carry out the duties assigned to the position.

Overtime Status: This position is subject to the overtime requirements of the Fair Labor Standards Act, as amended.

Non-Discrimination: This position shall be filled on the basis of qualifications and ability to perform the essential functions of the job and without regard to race, religion, color, religion, sex, sexual orientation, gender, gender identity, national origin, age, disability (including physical or mental impairment), sickle cell or hemoglobin C trait, genetic information, marital status, veteran status or other protective status.

NOTE: *Individual must possess and maintain the mental and physical competencies necessary to perform the duties of the position. The responsibilities and duties specified in this job description and the information contained in the accompanying position specifications are intended to generally reflect the nature of the position. The responsibilities, duties, tasks, and reporting relationships may change from time to time either temporarily or ongoing based on the needs of the employer. Such changes may be made by the employer in oral or written form. The individual is expected to work extended and/or irregular hours if necessary or assigned. The individual also assists in the restoration of service in emergency situations. The employment described herein is at the will of the employee and the employer.*

January 2006