



JOB DESCRIPTION

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Job Title: Billing Clerk
Department: Billing/Collections
FLSA Status: Non-Exempt
Reports To: Billing/Collections Supervisor
Location: Willcox (752 E Maley)
Approved By: Terri Harguess
Approval Date: 10/14/2020

GENERAL PURPOSE OF JOB

Perform billing functions on a scheduled basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(May include but are not limited to the following. Other duties may be assigned.)*

- Actively encouraging teamwork, open communication and cooperative interaction by promoting a positive work environment that reflects the company's mission, values and management goals.
- Process files, bills, records, statements, adjustments, recurring charges and settlements in a timely manner.
- Monitor accuracy of billing journals and general ledger accounts effected.
- Assist in reviewing service orders for accuracy.
- Assist in payment processing.
- Process E-rate and Rural Health Care (RHC) invoicing.
- Generate non-pay disconnect notices.
- Correspond with customers, as necessary, to keep account information up to date.
- Interfaces with all departments in a professional manner.
- Cross trains in other areas in the department.

EDUCATION and EXPERIENCE

High school diploma or General Educational Development (GED) certificate. Telecommunications knowledge is preferred but not essential.

LANGUAGE SKILLS

Ability to read, analyze, and interpret financial reports, general business periodicals, safety rules, operating and maintenance instructions, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

MATHEMATICAL SKILLS

Ability to calculate and apply the concepts of discounts, interest, commissions, proportions, fractions, ratios and percentages.

REASONING ABILITY

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.

COMPUTER OPERATIONS

Proficient personal computer skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc.

PLANNING/ORGANIZATION

Ability to prioritize tasks, organize and delegate assignments; ability to handle multiple tasks and projects simultaneously.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have and maintain possession of a valid driver's license.

CONTACTS

Works with all employees, vendors, collection and credit agencies, customers and consultants of Valley TeleCom Group.

PHYSICAL/ENVIRONMENTAL DEMANDS

PHYSICAL DEMANDS	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	<u>XXX</u>	___	___
Walk	___	<u>XXX</u>	___	___
Sit	___	___	___	<u>XXX</u>
Use hands to finger, handle, or feel	___	___	___	<u>XXX</u>
Reach with hands and arms	___	___	<u>XXX</u>	___
Climb or balance	___	<u>XXX</u>	___	___
Stoop, kneel, crouch, or crawl	___	<u>XXX</u>	___	___
Talk or hear	___	___	___	<u>XXX</u>

WEIGHT	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Lifting and/or carrying				
Up to 10 pounds	___	___	<u>XXX</u>	___
Up to 25 pounds	___	___	<u>XXX</u>	___
Up to 50 pounds	___	<u>XXX</u>	___	___
Up to 100 pounds	___	<u>XXX</u>	___	___

WORK ENVIRONMENT	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Work near moving mechanical parts	___	<u>XXX</u>	___	___
Work in high, precarious places	___	<u>XXX</u>	___	___
Outdoor weather conditions	___	<u>XXX</u>	___	___

WORKING CONDITIONS

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

MANUAL DEXTERITY

Manual dexterity sufficient to reach/handle items and work with keyboard.

WORK SCHEDULE/HOURS

Regular (40 hours per week), subject to company policies. It is also possible that this job will be required to work fewer or more hours during any given week.

VISION *(Any or all will be required to perform the functions of this position.)*

- Close Vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)

NOISE

Moderate noise (i.e.: business office with computers and printers, light traffic).

TRAVEL

Minimal overnight travel (up to 10%) by land and/or air.