

Billing Assistant / Customer Service Representative

Company: Manville Water Supply Corporation

Location: Coupland, Texas

Status: Full-time, Hourly

Job Category: Billing
Customer Service Rep

Relevant Work Experience: 3+ years Billing/CS experience
or equivalent combination of education and experience
Career Level: Experienced
Proficient in Excel, excellent working knowledge MS Office
Excellent working knowledge of Impresa software

Education Level: High School diploma or GED required

Job Description: This is a full-time, hourly position that reports directly to the Billing / Customer Service Supervisor. The person in this position is expected to possess the knowledge and skills necessary to assist in & perform all aspects of the Billing / Customer Service Department of Manville WSC. Work includes addressing all billing inquiries, coordinating aspects of meter readings with field staff, processing all monthly billing, addressing billing issues, i.e., re-reads, etc., processing work orders, assisting with delinquent accounts for collection, setting up customer bank drafts, answering calls & emails, & back up CSR. This is a general description of this position and the Billing Assistant / CSR will perform other duties as required.

License Requirements:

Must possess a valid Texas Driver's License and are eligible to be insured with the company insurance automobile plan

Requirements:

- * Ability to efficiently and effectively respond to inquiries and complaints, to obtain information and to explain policies and regulations in a courteous, patient and accurate manner
- * Ability to maintain regular and punctual attendance
- * Protects company's value by keeping information confidential
- * Ability to understand and follow oral and written instructions in the English language
- * Position requires understanding of billing principles
- * Position requires knowledge of record keeping principles, data entry; along with the ability to multi-task and prepare complex reports from various sources while maintaining accurate records
- * Ability to operate any and all office related electronic devices
- * Knowledge of street locations and geography in the areas served by Manville Water Supply Corporation
- * A wide degree of creativity and latitude is required as is the ability to use sound judgement and problem-solving skills
- * Ability to learn new procedures and techniques rapidly through oral instruction, observation or through structured lecture in an on-the-job training setting or in a classroom
- * Ability to work safely among or as part of a work group, to recognize safety hazards and to follow established safety practices and procedures
- * Experience and training that provides the required knowledge and abilities to handle job responsibilities
- * Will be subject to unannounced alcohol and drug testing as a condition of continued employment
- * Must be physically capable of operating a vehicle safely, possess a valid Texas Driver's License and are eligible to be insured with the company insurance automobile plan

Working Conditions: Position is located in an office environment. Must be able to kneel, stoop, bend and lift 15 lbs. unattended. Must be able to stay in a seated position for an extended length of time.

Billing Assistant / Customer Service Representative

Job Responsibilities:

- * Answering all incoming calls with professionalism and courtesy
- * Maintain compliance with company policy and Manville WSC Tariff regarding customer billing
- * Closing Impresa billing software daily and monthly for the current period and subsequent reports (back up)
- * Assist supervisor to ensure billing software is kept up-to-date and current
- * Tracking of billing usage, revenue, new meters, etc. in Excel
- * Perform ALL aspects of processing, printing and mailing bills to Corporation customers to include wholesale and bulk customers and late notices
- * Coordinate with Field Staff for all aspects of meter readings including reading routes
- * Review meter readings and contact customers with high usage in case of leaks
- * Prepare & process work orders for meter change-outs, rereads, etc
- * Process new meters and registers into inventory of the billing system
- * Receive & process work order requests and assign to appropriate field staff. Follow-up for the completion, process in Impresa software
- * Process work orders in system "remote work order review" and distribute copies as needed
- * Review customer data logs and communication with customers regarding billing disputes
- * Assist with the monthly "lock meter" process and ensure customers receive adequate notice
- * Finalize lock lists, prepare and/or organize door hangers, make contact notes and update flags in Impresa; coordinate with wastewater companies or field personnel for unlocks
- * Assist with collections of delinquent accounts for each cycle (i.e. - 2nd notice mail out, call-outs)
- * Assign books and routes in billing software to coincide with meter reading routes in reading software
- * Process and record new meter inspections (CSI)
- * Set up auto bank drafts, updates or removal as needed, and provide customer confirmation
- * Launch call-outs for service outages and outbound automated collection calls (back up)
- * Prepare water line damage bills for contractors/customers who damage Manville's main water lines. Provide to supervisor for review and assist with collections. (back up)
- * Support CSR in assisting customers in completing applications for new service, determining charges, termination, collecting payments etc
- * Trouble-shoot problems with critical office equipment, such as the Neo-Post machines
- * Update customer files in Impresa and their Docuware individual folders with any changes
- * Refer all unresolved customer complaints to Billing / CS Supervisor
- * Relies on instructions and pre-established guidelines to perform the functions of the job
- * Relies on experience and judgment to plan and accomplish goals
- * Work independently in the absence of supervision
- * Report any accident immediately to your supervisor

This job description is a general description of this position and does not/will not contain all duties that will be assigned. As an employee of MWSC, employees are expected to perform duties to the best of their ability and to perform duties as assigned.

Benefits

Health, dental & life insurance, 401K plan, paid holidays, vacation & sick leave, longevity (after 5 years) & annual bonus.

MWSC is an equal opportunity provider & employer