

## **SHELBY ENERGY COOPERATIVE JOB DESCRIPTION**

<b>JOB TITLE:</b>	Billing & Customer Service Supervisor	<b>LOCATION:</b>	Billing & Customer Service
<b>FLSA STATUS:</b>	Exempt	<b>EEO CODE:</b>	01-B
<b>REPORTS TO:</b>	Manager, Billing & Customer Service	<b>NRECA JOB CODE:</b>	33-4251

### **GENERAL SUMMARY:**

Under the general supervision of the Manager of Billing & Customer Service (Manager), provide a lead role in performing billing and customer services to Shelby Energy members regarding bill payments, payment arrangements, billing calculations, connects/disconnects and transfers of electric service, new construction requests, collection processing, revenue adjustments, preparing bank deposits, answering telephones, daily evaluation and approval of processed paperwork, and other services as assigned.

### **ESSENTIAL DUTIES AND TASKS:**

1. Perform all necessary tasks and functions during absence(s) of the Manager.
2. Keep Manager informed with regular updates on issues involving the daily office activities.
3. In compliance with appropriate regulations, policies, etc., use independent judgment to resolve issues regarding billing and customer service for Shelby Energy members.
4. Assist with planning the work schedule and coordinate with other departments regarding employees used to assist with the work during high volume occurrences.
5. Assist with directing and coordinating work of customer service representatives.
6. Assist with training on all aspects of the customer service and billing work and other duties.
7. Provide guidance and serve as a problem solver to customer service representatives, as needed.
8. Maintain working cash along with daily reconciliation of cash drawer, assuring appropriate money-handling procedures and securing the assets from loss.
9. Ensure the daily bank deposit is prepared and delivery to the financial institute is scheduled.
10. Serve as a back-up for mail pick-up from the post office.

11. Assist with daily opening of the office for business and securing the office after business hours.
12. Ensure the proper coordination of collection efforts for write-off of delinquent accounts with designated collection agency or through preparation of letters and telephone calls, as needed.
13. Coordinate or assist with coordination of processing routine tariffs, rules and regulations and other filings with the PSC, as needed.
14. Prepare daily, monthly and year-end reports regarding member payments and other data as necessary.
15. Assist with maintenance of member records by updating primary telephone numbers, board districts, county tax and other data, as needed.
16. Attend training, schools, workshops and meetings as directed.
17. Maintain appropriate level of training in CPR, First Aid and other safety activities.
18. Attend monthly employee meetings.
19. Assist with special projects as assigned by the Manager or SVP, Finance & Cooperative Services.
20. May cross train with other areas, as need or requested.
21. May serves as a member of the outage team.
22. Assist with annual meeting, as directed.
23. Assist, as requested, during major outages.
24. Performs other activities as assigned or required.

### **WORKING CONDITIONS:**

General office environment. Regular work hours, Monday through Friday however; occasional extended hours and overnight travel may be required.

Shelby Energy Cooperative, Inc. wishes to be in full compliance with the American's with Disabilities Act. In accordance with the act, we will make reasonable accommodations to any person who needs such accommodation whether a new hire or a current employee, assuming that the employee is fully qualified for the position. In order to maintain a safe working environment, each Cooperative employee shall:

Adhere to the Shelby Energy Safety Manual and abide by the rules adopted by the Cooperative and applicable governmental regulations;

Attend and participate in Cooperative Safety Meetings as assigned;

Comply with all NESC, OSHA, DOT, PSC and Federal Motor Carrier regulations;

And take responsibility for their own safe work practices and the safety of others.

### **EFFORT:**

Must be able to see, hear, and speak and move around the work area throughout the day. Reaching, stretching, bending and regular use of fingers for entering/keying data are a routine part of the job. Must be able to lift, move and carry up to thirty-five (35) pounds, which may be accommodated. Work requires sitting for long periods of time and working at a computer screen. Must have a valid driver's license and personal vehicle. Must be willing and able to work with detail. Work can be very fast-paced and stressful. Daily contact with co-workers, members and visitors to the building.

### **MACHINES, TOOLS, EQUIPMENT:**

Computer, printer, calculator, copy machine, scanner, fax machine, telephone and other office equipment.

### **MINIMUM QUALIFICATIONS:**

High school graduate or equivalency and a minimum of three to five years of supervisory and/or management experience is required. An associate or bachelor's degree in business management/administration is desired. Experience in general office procedures, basic accounting and computer skills in an electrical utility is preferred. Supervisory skills and customer service experience is required.

A combination of education, training, and experience may be substituted when competency in the role is demonstrated. Successful performance on pre-employment tests may be required.

Reasonable accommodations may be made to those who are able to perform the essential duties of the job. Must be able to pass any required drug test and new hire physical examination. Must be able to maintain complete confidentiality of any information she/he encounters.

### **SPECIALIZED SKILLS AND KNOWLEDGE:**

- Good oral and written communication skills.
- Computer knowledge and skills.
- Able to use business software packages, applications within Microsoft Office, Excel, Adobe, etc.
- Must have attention to detail and accuracy of work.
- Problem solving skills and ability to be an attentive listener.
- Demonstrate the ability to complete numerous tasks and job functions with frequent interruptions.
- Able and willing to be a problem solver and exhibit good, independent business judgement.

- **The Company reserves the right to revise and alter this job description as needed.**

Approved: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Statement:

I have read this job description and a copy has been provided to me. My signature below certifies that I am able to perform the essential functions of this position.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Created: 11/18