



Job Title: Billing Specialist
Wage: Starting at \$19.50 per hour, DOE
Department: Billing Department
FLSA Status: Non-Exempt
Reports To: Billing Supervisor
Location: Willcox
Approved By: Terri Harguess

Purpose of Position

The Billing Specialist is responsible for accurately reviewing service orders, posting customer payments to accounts, and performing billing duties on a scheduled basis. Strong attention to detail, organizational skills, and excellent communication are essential to ensure accuracy and customer satisfaction in all billing-related matters.

Duties and Responsibilities (May include but are not limited to the following. Other duties may be assigned).

- Actively encourages teamwork, open communication, and cooperative interaction by promoting a positive work environment that reflects the company's mission, values, and management goals.
- Assists in reviewing service orders for accuracy.
- Assists in posting customer payments to the appropriate account.
- Processes files, recurring charges, account adjustments, and settlements.
- Generates customer bills and associated notices.
- Monitors the accuracy of billing journals and the general ledger accounts effected.
- Assists in processing and distributing incoming and outgoing mail.
- Assists in the preparation of monthly, quarterly, and annual reports.
- Corresponds with customers, as necessary, to keep account information up to date.
- Interfaces with all departments in a professional manner.

Qualifications

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.

Position: Billing Clerk
Approval Date: 02/24/2025

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

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to carry out instructions furnished in written, oral, or diagram form. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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

Certificates/Licenses

A valid driver's license issued by the state in which the employee resides.

Education and/or Experience

High school diploma or General Educational Development (GED) certificate. Related experience and/or training is desirable but not essential.

Physical Activity Level

- **Stand:** Under 1/3rd of the time.
- **Walk:** Under 1/3rd of the time.
- **Sit:** Over 2/3rds of the time.
- **Use of hands to handle or feel:** Over 2/3rds of the time.
- **Reach with hands and arms:** 1/3rd to 2/3rds of the time.
- **Climb or balance:** Under 1/3rd of the time.
- **Stoop, kneel, crouch or crawl:** Under 1/3rd of the time.
- **Talk or hear:** Over 2/3rds of the time.
- **Push or Pull:** 1/3rd to 2/3rds of the time.
- **Drive:** Under 1/3rd of the time.
- **Keyboarding:** Over 2/3rds of the time.
- **Ability to lift and/or carry up to 10 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 25 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 50 pounds:** Under 1/3rd of the time.
- **Ability to lift and/or carry up to 100 pounds:** None

Work Environment

- **Work near moving mechanical parts:** Under 1/3rd of the time.
- **Fumes or airborne particles:** Under 1/3rd of the time.

Position: Billing Clerk

Approval Date: 02/24/2025

- **Toxic or caustic chemicals:** Under 1/3rd of the time.
- **Work in high, precarious places:** Under 1/3rd of the time.
- **Outdoor weather conditions:** Under 1/3rd of the time.
- **Risk of electrical shock:** Under 1/3rd of the time.

Working Conditions

- **Environment:** Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. At times may be exposed to outside weather conditions during community and company functions.
- **Noise:** Moderate noise (examples: business office with computers and printers and light traffic).
- **Physical Activity Level:** Light physical activity performing non-strenuous daily activities of a primarily administrative nature.
- **Manual Dexterity:** Manual dexterity sufficient to reach/handle items and work with hands, fingers and operate keyboard.

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.
- **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.
- **Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus.

Work Schedule/Hours

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

Travel

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