



103 ST. PHILIP STREET, CHAS SC 29403

JOB ANNOUNCEMENT NO: 18-096

DATE: November 29, 2018

Position Title: Billing Adjustment Analyst		Location: St. Philip Street	Status: Established Position, Full-time
Salary Range: \$32,884.80 (\$15.81/hr) – \$49,316.80 (\$23.71/hr)	Grade: 105	Department: Finance	Hours: 7:30 am – 4:30 pm 8:00 am – 5:00 pm (Rotating Shift)

NOTE: IF YOU PREVIOUSLY APPLIED FOR THE BILLING ADJUSTMENT ANALYST (18-081) JOB ANNOUNCEMENT, YOU DO NOT NEED TO REAPPLY FOR THIS POSITION.

APPLICATIONS ACCEPTED THROUGH FRIDAY, DECEMBER 14, 2018

WE ARE AN EQUAL OPPORTUNITY EMPLOYER.

Position Summary:

Under limited supervision performs research, accurate calculations and adjustments of charges for residential, commercial and wholesale accounts.

Essential Functions:

- Responsible for all outside sewer agency rates and the ability to calculate their bills based on rates set by these agencies.
- Ability to retain a working knowledge of CWS water and sewer rates and the math skills to manually calculate bills.
- Audit listings of account meter readings to validate and ensure accurate billing.
- Mathematical ability to calculate consumption conversions based on different units of measure and to calculate split rate bills when rate changes occur.
- Create, modify and resolve account work orders relevant to account billing.
- Manage account actions associated with closing accounts to include final billing.
- Move (transfer) account balances and payments between accounts.
- Prepare bill statements for electronic viewing.
- Analyze reports associated with meter installations, meter readings and meter removals.
- Prepare data worksheets in Excel to provide account analysis for CWS management and customers.
- Analyze and input all corrections and/or adjustments on accounts as applicable.
- Prepare accounts for refund requests.
- Create and print duplicate bills including current and past statements.
- Balance financial totals from daily reports to the customer service database.
- Prepare routine billing statements and reports.
- Provide training on billing functions for new hires in the Billing Department and other departments as directed by the Assistant Billing Manager or Manager.
- Instrumental in designing and testing new billing software when needed.
- Participate in the implementation and integration of new meter technology software as it relates to the billing function.
- Provide daily interaction with internal and external customers by phone, in person and/or in writing to provide direct customer service.
- Responsible for compiling and inputting accurate records of customer transactions.

- Provide accurate, effective, and professional communication of policies, rates, fees, procedures, and other customer requested information both verbally and in writing.
- Investigate incorrect billings due to charges or credits on customers' accounts and prepare written instructions for correction.
- Accountable for providing and mailing bill registers to different sewer districts.
- Regular attendance is required.
- Job performance must conform to all CWS policies and procedures.
- Specific knowledge of CWS Environmental Management System Policy and Procedures.

Additional Duties

- May represent Finance for the Billing Function in interdepartmental meetings, on committees, on project teams, in related professional conferences or workshops as assigned by management and may be required to prepare and present PowerPoint presentations.
- May be assigned responsibility over independent projects by management.
- Performs other related duties as assigned.

Physical Requirements, Activities, and Working Conditions

- Sedentary work exerting up to 20 pounds of force occasionally and /or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Objects greater than 50 lbs require a two-person operation.
- Ability to effectively use personal computers with printer; typewriter; telephone; calculator; copy machine; fax machine; two way radio; microfiche with reader and printer; and assigned software.
- Ability to express or exchange ideas by means of written and oral communications with internal and external customers and staff.
- Ability to identify, reach and handle documents as required to perform the essential job functions and to maintain an accurate record keeping system.
- Ability to perform tasks during extended periods while seated or standing.

Education and/or Experience

- Associate's degree in business or related field and one (1) year experience in customer service/ billing or four (4) years experience in customer service/billing, banking, accounting, or bookkeeping. High school diploma or a GED required.
- Must be able to demonstrate knowledge of analytical, communication and problem solving skills.
- Possess advanced mathematical skills.
- Must be able to work under time constraints with minimum supervision.
- Must demonstrate a working knowledge of written and verbal communication skills and personal computer and related software applications.
- Prior work record indicating dependability and conscientiousness.

Licenses, Certifications, Registrations

- There are no special designations required for this position

Training Needs:

- OSHA and Departmental safety training as required.
- Skills Based Training.
- Standard Operating Instruction (SOI) per department requirements.
- ISO 14001 standards for department and company.
- See Department Competency and Training Matrix for this position.

Potential Career Path:

ELIGIBILITY FOR PROMOTION TO VARIOUS POSITIONS THROUGHOUT THE COMMISSION DEPENDS UPON INDIVIDUAL QUALIFICATIONS, AND NOTED JOB PROGRESSIONS ARE NO GUARANTEE OF CAREER PATH TO THESE OR ANY OTHER JOB(S) AT THE COMMISSION.

- Assistant Billing Manager
- Billing Manager

Computer Skills: Intermediate

To perform this job successfully, an individual should have a working knowledge of Microsoft Windows, Outlook, Excel and Word or similar software.

Mathematical Skills: Intermediate

Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations. Ability to calculate figures such as discounts, interest, area, circumference and percentages with or without a calculator.

Supervisory Responsibilities: None

This job has no supervisory responsibilities.

Decision-making Authority: Routine (Non-Exempt)

Follows routine procedures and makes minor decisions within prescribed guidelines. Refers non-routine issues to management.

Reasoning Ability: Professional

Ability to apply principles of logical thinking and to solve a wide range of intellectual and practical problems where only limited information may exist.

Language Skills: Intermediate

Ability to comprehend general instructions. Ability to read and understand safety manuals, operating and maintenance instructions and procedure manuals. Ability to write routine reports and business correspondence. Ability to effectively present information in small group situations with coworkers and the general public. Ability to respond to common inquiries or complaints from the general public.

Safety Sensitive Position: No

Environmental Sensitive Position: No

NOTE: THE COMMISSION RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE CWS DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT WILL." THE AFOREMENTIONED JOB REQUIREMENTS MAY BE CHANGED BY THE COMMISSION TO COMPLY WITH APPLICABLE FEDERAL OR STATE LAW.