



Career Opportunity

Position Title: Billing Associate

Company: Energy West Montana

Location: Great Falls, MT

Department: Billing

Posting Date: 5/15/2023

Apply by: 5/22/2023

Job Duties:

The Billing Associate reviews and analyzes daily billing registers for anomalies such as, high consumption, active accounts without usage, inactive accounts with usage, month over month billed vs. consumption and make corrections or create field work orders and other related activity which will ensure billing accuracy.

This position is expected to perform a wide variety of billing duties, have the knowledge of departmental and office procedures and the ability to solve problems.

In addition, this position must have the ability to interpret rate resolution to ensure proper billing. Employee must demonstrate proven ability to converse with the public on issues pertaining to billing issues.

Essential Duties:

- An understanding of modern office procedures; business communications; office systems; especially fluency in computer applications and software packages; and record keeping is essential to be considered for hire.
- A typing rate of at least fifty words per minute with minimal errors is necessary for timely completion of most office tasks.
- Establishing priorities in the office is paramount to a productive operation for the company.
- A knack for handling and resolving recurring problems will help facilitate daily office occurrences. Performs duties within company guidelines and established safety procedures.
- Answers complex billing inquiries, handles inordinate bill investigation
- Works completed field orders.
- Prepares written correspondence to customers when necessary to satisfy customer inquiries.

- Performs general accounts receivable and gas supply functions in support of the Customer Services Representatives.
- Review and creation all activity of all billing related reports, such as but are not limited to:
 - Daily billing report
 - Implausible report
 - "0" Consumption
 - Delinquent Collections
 - Inactive with usage
 - "0" activity on active accounts

Education and Experience Required:

- Associate's degree with courses in secretarial administration is desired.
- Notable public contact skills.
- Prior experience in a multi-task function is desired.
- Must be familiar with or able to learn SAP Computer Software

Qualifications:

- High Proficiency with Microsoft Office Suite (Excel, Word, PowerPoint, and Outlook)
- Excellent Typing and Transcribing Skills (At Least 50 wpm)
- Knowledge of Office Organizational Systems (Filing, Recordkeeping, Document Production, etc.)
- Excellent Written and Oral Communication Skills
- Excellent Interpersonal Skills
- Action and Detail Oriented
- Ability to Prioritize While Managing Multiple Tasks

WORKING CONDITIONS

Work is typically performed in a normal office environment with moderate noise level.

Application Process:

Internal candidates should complete the internal posting form and send the form to Annmarie Vincent, Human Resource Manager by the posting expiration date. Please include a resume if applicable.