

COMMUNICATIONS BILLING AND COLLECTIONS SPECIALIST

PURPOSE AND NATURE OF WORK

The Communications Billing and Collections performs moderate to high level of billing and revenue collection processes, with responsibility for the accurate processing of billing functions, collections activities, account maintenance, and customer account resolution. Incumbent works with significant independence under the supervision of the Chief Communications Engineer or the Communications Customer Service Manager. Position works overnight hours.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate various types of work performed by incumbents of this class. All of the duties performed by an incumbent may not be listed, nor does any one incumbent necessarily perform all of these duties.)

Manages billing and account processing, including carrier access billing, completing and verifying service orders for billing accuracy, and processing trial billing runs, standard billing cycles, late fee runs, and notice runs. Processes write-offs in accordance with company policy. Processes, maintains and updates directory listings, including LIBD (Caller Name Services), and E-911 records to ensure regulatory compliance. Processes eCommerce deposits.

Processes deposit refunds and credit balance refunds. Researches and resolves payment issues in coordination with Accounting.

Manages collections and disconnects, including executing non-pay disconnect runs, managing and documenting Promise to Pay arrangements, and assisting with collection-related account issues. Works closely with retention efforts to prevent service disconnects when possible.

Supports and assists Customer Service Representatives with customers' escalated billing and account-related questions, complaints, reports of problems, and requests for clarification by thoroughly researching account information. Supports billing-related chat inquiries. Assists and supports cashiers with payment processing questions. Balances cashier transactions to ensure daily reconciliation accuracy. Generates and maintains billing and collections reports, ensures compliance with company policies and regulatory requirements, and maintains accurate documentation of account activities and collections efforts.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

- Considerable knowledge of the customer information system, of communications services, prices and bundles offered to customers.
- Considerable knowledge of billing and payment guidelines, policies and procedures used in communications.
- Ability to review bills and billing history and initiate corrective action.
- Knowledge of LFT Fiber policies regarding revenue collection and delinquencies.
- Ability to apply critical and analytical thought to a situation and determine a solution within established perimeters and guidelines.
- Knowledge of bookkeeping or accounting as related to area of responsibility.

- Thorough knowledge of operating characteristics of personal computers, specifically Microsoft Excel and Word.
- Ability to make arithmetic calculations and tabulations accurately.
- Ability to work independently, flexibly, and to respond to changing circumstances throughout a workday.
- Ability to work with the general public in a courteous and tactful manner.
- Ability to establish and maintain effective relationships with superiors and other employees.

DESIRABLE EDUCATION AND EXPERIENCE

Completion of high school supplemented by college level coursework in accounting or business administration and considerable experience in customer services/billing/collections for a telecommunications organization, including knowledge of carrier access billing; or a comparable combination of education and experience.