



Open Position Title: Billing Clerk
Location: 725 Front Street, Chicopee, MA 01020
Industry: Municipal Electric/Fiber Broadband
Salary: 21.00/hr. – 25.00/hr.

General Statement:

Performs full range of billing functions for electric and telecom customers.

Job Responsibilities:

- Responsible for confirming the accuracy of all electric, solar and telecom data to generate monthly bills to customers.
- Enter all data for electric meters that are installed in the field and monitors to ensure that data is coming through correctly.
- Ensure timely entry of all electric meter readings, solar and telecom data entry.
- Verify billing accounts for accuracy and investigate billing discrepancies for both electric, solar and telecom.
- Occasionally generates monthly bills, prepares, proofs and uploads file to mailing service.
- Calculates amounts of final bills when customers terminate service.
- Process electronic payments of bills by various agents.
- Mail out late payment statements and disconnection notices.
- Identifies and processes billing and payment adjustments to accounts.
- Approves and enters all Work Orders pertaining to accounts that are sent from the Meter Department.
- Processes all outgoing mail.
- Work directly with budget program customers in enrollment and maintaining their budgets.
- Other related duties as required

Education and Experience:

- High school diploma or general education degree (GED)
- Minimum of three (3) years experience or equivalent combination of related education, training and experience that provides the required knowledge, skills and ability.
- Experience with Billing, CIS, Microsoft Office and other reporting applications as required.

Abilities and Skills:

- Language skills, mathematical skills, and reasoning ability.
- Attention to detail and the ability to organize information neatly and accurately.

- Ability to multi task and communicate clearly and professionally, both verbally and in writing with internal and external customers.
- Review accounts, billing detail history etc. to determine if a pattern is accurate or in error.
- Knowledge of modern accounting methods and practices.
- Ability to perform difficult and responsible work with independent discretion through completion.
- Ability of operating copy machine, postage meter and all other equipment required to perform the duties and responsibilities of position.

Additional Requirements:

- Requires sitting for prolonged periods of time and significant PC usage.

This description is not intended to be a complete statement of the position, but rather to act as a guide to the general work performed. Individual's competencies and customer requirements impact the actual role performed.

Applicants should send their resume directly to Chicopee Electric Light (CEL) Attention HR/Administration Office at 725 Front St., Chicopee, MA 01020 or e-mail ncolberg@celd.com