



## **Title: Billing Specialist**

VernonCom is seeking a detail-oriented, prompt and self-driven Billing Specialist to join our team! If you have interest in aspects of accounting and are willing to learn, this career is for you!

### **Description:**

This role is essential to ensuring our members are billed with accuracy and with integrity. As the Billing Specialist, you will oversee daily operations of billing services and monitor all aspects of end-user billing. The Billing Specialist works with billing software providers, the information technology department, and the accounting department to improve billing processes and find solutions to billing problems. You will support the customer service department to resolve escalated billing issues that may arise.

### **Potential Responsibilities:**

- Maintains accounts and billing accounting records.
- Prepare reports as directed.
- Supervise daily operations of billing services.
- Monitor all aspects of end-user billing.
- Work with customer service department to resolve escalated billing issues.
- Maintain member capital credit records including the annual allocation, unclaimed amounts, general retirements and estate retirements.
- Attend seminars, training sessions, and internal/external meetings as needed.
- All other duties as assigned.

### **Position Requirements:**

- Computer literacy, including a working knowledge of Microsoft Office products.
- Knowledge of Accounting Principles preferred.
- Familiarity of invoicing, issuing credits and payment processing.
- Proficiency in billing software (NISC preferred).
- Ability to handle billing inquiries and resolve discrepancies professionally.
- Complete billing in a timely and efficient manner each month.
- Prioritize attention to detail while producing accurate bills for members.
- Establish and maintain effective working relations with staff.
- Willingness to work outside normal office hours to meet deadlines if necessary.
- Capable of fostering close relationships with other administrative personnel creating a positive work environment based on teamwork and mutual respect.
- Competent in identifying tasks that need to be completed and initiating the necessary activities to complete those tasks.
- Analytical skills to cross reference and cross check data for accuracy.



- Maintain a positive attitude during times of increased workloads and unexpected deliverables.
- Travel may be required.
- Must possess and maintain a valid driver's license.

**Physical Requirements:**

- Ability to sit, stand, and move around for extended periods.
- Lift and maneuver light to moderate office supplies and equipment.
- Visual acuity to read printed materials and view computer screens for extended periods.

**Job Type:** Full-Time.

**Pay:** Exceptional benefit package. Starting wage estimated at \$29.00/hour with consideration of experience.

**Work Location:** 103 N. Main Street, Westby, WI 54667

*If you're interested in joining our team, please visit our website to apply.*

*[www.vernoncom.coop](http://www.vernoncom.coop)*

*Position open until filled.*