

COMMUNICATIONS BILLING ANALYST

PURPOSE AND NATURE WORK

Position is responsible for generating all communications billing and billing related activities, including the following: accurate and thorough examination of communications bills and billing history, running trial billing cycles, initiating corrections and adjustments, working with Communications Customer Service Representatives who present and explain billing matters to customers, and keeping complete and accurate records of work done. 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.)

Helps Communications CSRs be able to respond to customers' questions, complaints, reports of problems, and requests for clarification by thoroughly researching account information. For escalated inquiries, investigates account history, summarizes records of services ordered, services being billed for, the history of change made, and explains to CSR. Runs test trial billing cycles to isolate problems with Monthly Recurring Charges. Updates records in the customer information system and the operations support system. Serves as section supervisor in supervisor's absence, recommends enhancements to billing or payment methods for delivery of improved service to customers. Utilizes Interactive Voice Response (IVR) system as part of resolving billing matters. Oversees carrier access billing.

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.

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 work independently, flexibly, and to respond to changing circumstances throughout a workday.

Ability to establish and maintain effective relationships with employees and general public.

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 for a telecommunications organization, including knowledge of carrier access billing; or a comparable combination of education and experience.