

## COMMUNICATIONS BILLING ANALYST

### PURPOSE AND NATURE WORK

Position is responsible for generating all communications billing and billing related activities, such as timely, accurate and thorough examination of communications bills and billing history in response to customer questions, requests and / or complaints; initiating corrections and adjustments, and presenting / explaining results to customers, as well as keeping complete records of work done. Incumbent works with significant independence under the supervision of a communications Customer Service Supervisor.

**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.)

Responds to customers' questions, complaints, reports of problems, and requests for clarification by thoroughly researching account information. Investigates account history, summarizes records of services ordered, services being billed for, the history of change made, and explains to customer. Resolves customer complaints, reconciles claims with records and documents, makes adjustments within established guidelines. 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.

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 course work in accounting or business administration and considerable experience in the customer services section of the communications division.