

## Billing & MSR Manager



Posted: November 9, 2020 | **Deadline\***: December 28, 2020 5:00 PM CST

**Job Type:** Full-Time | **FLSA Type:** Exempt/Salary

\*Interviews will not be scheduled until after the New Year

### Position Summary

The Billing and Member Service Representative (MSR) Manager serves as a critical connection between our membership and the Cooperative. As a successful candidate, one must possess excellent interpersonal communication skills; being fluent and at ease in high-pressure situations involving member complaints and other issues. The main responsibilities of this position focus on coordinating critical interdepartmental functions, integrating meter and other critical data, billing and collections of member payments, understanding and reporting monthly statistical analysis, and, above all, providing best-in-class member service. Personal characteristics required for this position include, strong leadership skills, being able to direct the work of others balanced with working collaboratively with a variety of people and groups (inter/intra-departmental and external). The ideal B&MSR Manager is attentive to details, people-oriented, well-versed in billing and financial analytics, and has a keen sense of business acumen and leadership.

### Work Hours/Conditions

- This is a full-time, salaried position working a minimum of 40 hours per week
- Typical work schedule is Monday through Friday, 8 am to 5 pm
- Majority of work takes place in a controlled office environment with minimal noise level
- Must be able to travel for annual conferences and training throughout the nation (<15% of work requires travel)

### Education/Experience

- Bachelor's in accounting or a closely related field is required
- 5+ years of progressive management experience with a cooperative, utility, or allied industry in the areas of customer service, credit, and billing is required
- 5+ years in staff management is required
- Prior knowledge and experience with data processing techniques with accounting and reporting is required
- Advanced Excel skills and Intermediate presentation skills are required
- Advanced ERP skills are required, preferably SEDC-UPN or NISC
- Familiarity with billing laws and regulations is preferred

### Certification/Requirements

- Must possess a current driver license and maintain an insurable driving record.
- Must be able to complete and pass CPR and First Aid training. On-job training provided.

Please see full job description below for further details.

### Cooperative Overview

Taylor Electric is an equal opportunity employer and drug-free workplace that was established in 1939. We provide electric and fiber internet to 13 counties in the Big Country area of West Texas with a strong business acumen, commitment to our community, and, above all, dedication to serving our members.

### How to Apply

Applicants may apply for this job by completing and returning an employment application which can be located on our website or at either office location. **Applications received after the deadline will not be considered** unless further applications are sought. For more information, contact Human Resources at 325-793-8539 or [careers@taylorelectric.coop](mailto:careers@taylorelectric.coop).

# JOB DESCRIPTIONS

## Taylor Electric Cooperative, Inc.

**Job Title:** Billing & MSR Manager

**FLSA Status:** Exempt

**Job Codes:** TEC: 12JJ | NRECA: 33-0100

**Department:** Finance & Accounting

**Sub-department:** Billing & MSR

**Last Revised:** October 2020

### 1. Objective

- a. Provide best-in-class service to the Cooperative's membership and employees
- b. Build trust within department and with other departments; maintain confidentiality
- c. Control, maintain, and ensure all member accounting records meet approved accounting standards and U.S. Generally Accepted Accounting Principles (GAAP)
- d. Successfully coordinate complex daily and monthly processes between the Cooperative's accounting, marketing & key accounts, metering, and operations departments
- e. Be the subject matter expert (SME) on member billing and accounting, member account communications, service orders, meter management interface, and fiber billing interface
- f. Own the member services reporting function, providing accurate, complete, and timely historical financial information, department budgets and cost management
- g. Enforce policies and procedures that support strong internal controls
- h. All objectives are expected to be performed with the Cooperative's best interest in mind and in line with its Core Values

### 2. Essential Job Functions

- a. Billing & Collections
  - a. Prepare, review, oversee and maintain monthly billing processes resulting in accurate, timely and complete reporting and member satisfaction
  - b. Manage electric, fiber and solar member accounts to ensure bill accuracy
  - c. Manage all member accounting processes that include but are not limited to service orders, member records, metering interface and member accounting records maintenance.
  - d. Develop, monitor, and maintain member credit & collection policy
  - e. Oversee collection and cash application function; manage related banking interfaces
  - f. Communicate clearly and effectively to different types of members; adapt easily to different Cooperative employee styles; regularly communicate routine and special project status to the CFO
  - g. Develop standardized member communication for staff by major item category, including frequently asked questions with consistent, written answers
  - h. Develop communications used to contact members for payment plans and to determine when accounts are to be disconnected or sent for third party collection
  - i. Carry out member issue resolution and determine when to escalate
  - j. Compile, report, and maintain all member issue resolution files digitally in a secure, shared area, including but not limited to member investigations, damage settlements, fire inspection reports, waivers & liability releases, insurance information and claim filings, and safety reports.
  - k. Coordinate determination of the monthly Power Cost Recovery Factor ("PCRF") with Finance & Accounting personnel; prepare staff to explain fluctuations to members who inquire
  - l. Conduct internal control reviews; immediately report aberrations and discrepancies with explanations to the CFO or President/CEO as necessary
  - m. Develop annual budgets for the Billing & Member Services Department

*(Essential Job Functions continued)*

- n. Manage billing system year-end processes; close out member accounting for the year, coordinating closely with the F&A Department. Ensure all account balances transfer correctly to the new year
  - o. Assist the Finance & Accounting department with cost of service studies
- b. Analysis & Reporting
- a. Generate monthly financial reports and supporting schedules including, but not limited to, member billing by type, service connections/disconnections by type, billing exceptions, aged accounts receivable balances, financial ratios, and monthly statistics; submit to CFO and others as required
  - b. Develop consistent, routine understanding of what the reports are indicating (i.e. the "why" and the "what")
  - c. Determine existing data extract capability and develop efficient processes and guide staff in performing independent, ad-hoc analysis
  - d. Develop, maintain, and utilize a master member dataset, with key performance indicators, present data visually with summarization for meaningful analytics monthly
  - e. Develop key metrics to report performance on delinquent accounts and collection trends
  - f. Prepare variance explanations for active service changes by class, service type, connections, and disconnections
  - g. Prepare monthly department report with key statistics and project status
  - h. Make recommendations for analysis and reporting not currently in place
- c. Process Development & Coordination
- a. Assess all processes on an ongoing basis for improvement, replacement, or elimination
  - b. Develop, monitor, and maintain cash handling processes and controls
  - c. Develop member campaigns with scripts to be used by MSRs to increase auto draft and credit card offerings, "round-up" and other assigned/identified areas to increase member participation; provide regular updates to CFO summarizing membership contact resulting from campaigns.
  - d. Participate in new member rate implementations and management, including tariff review
  - e. Coordinate with metering department on meter change-outs, new billing implementation, and existing account adjustments
  - f. Perform regular transaction-level review for member service orders, billing, payments, and adjustments, coordinating with the F&A's daily balancing routine.
  - g. Work directly with Marketing & Key Accounts (MK&A) when members escalate issues beyond billing role; define hand-off escalation levels
  - h. Coordinate with IT to develop member-centric communication channels on the Cooperative website that include automated member application, service, multi-service, and outage reporting, and a chat feature for real time communication between MSRs and members
- d. Leadership
- a. Consistently demonstrate sound professional judgement
  - b. Motivate staff and hold each accountable to individual performance standards and project plans
  - c. Provide work environment with opportunities for personnel to develop, improve, and prepare for greater responsibilities
  - d. Plan, assign, and direct work of direct reports and provide guidance for cross-functional tasks
  - e. Manage staff schedules at the Abilene and Merkel offices, ensuring adequate coverage on weekdays with preparations to work after hours and weekends in special situations
  - f. Address complaints and resolve problems promptly

*(Essential Job Functions continued)*

- g. Maintain regular office hours at the Merkel and Abilene locations, splitting time as equally as is practical between both
  - h. Participate in interviewing, hiring, and training department employees
- e. Other Responsibilities
- a. Be the primary Billing & MSR management contact for the F&A department's role in all activities leading up to and including the Annual Meeting
  - b. Be prepared to work on short notice on various projects not necessarily within stated responsibility

**3. Reports to**

- a. Chief Financial Officer ("CFO")

**4. Supervises**

- a. Member Service Supervisors
- b. Member Service Representatives
- c. Part-time Administrative Clerk

**5. Job Specifications**

- a. Mathematical Skills – Must have the ability to work with mathematical concepts such as probability and statistical inference. Must have the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- b. Planning Skills – Must be able to process data and information to develop Annual Operating Plans by department. Must plan and manage projects and workloads in an efficient and organized manner.
- c. Reasoning Ability – Problems are highly complex and unstructured, and methods are loosely defined. Must have the ability to solve practical problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists. Must have the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- d. Language Skills – Must have the ability to read, write, and speak the English language.
- e. Communication Skills - Must have the ability to write reports, business correspondence, and procedure manuals. Must have the ability to effectively present information and respond to questions from groups of managers, clients, members, and the public. Must be able to communicate clearly and accurately.
- f. Computer Skills – Must be able to learn SEDC-UPN accounting system and Report IQ. Must be skilled in using Microsoft Suite software including Outlook, Excel, PowerPoint, and Word. Must have data entry skills and able to create, use, and analyze data in electronic spreadsheets.
- g. Leadership – Must be able to coordinate the efforts of direct reports to meet goals and objectives.
- h. Other Skills – Must have a strong knowledge of general accounting principles. Must be able to develop expertise with the Cooperative's system of accounting and budgeting, retail rate schedules, and reporting policies and procedures. Must have the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- i. Personal Characteristics – Work requires independent and original thinking. Must work well in a team environment with diverse groups of people. Maintaining high integrity is a must.
- j. Physical Characteristics – Must be able to use hands, fingers, and arms for grasping, reaching, or holding. Must possess general dexterity to operate a personal computer, telephone, and office equipment. Will be required to regularly sit and frequently stand and walk. Must be able hear. Will be required to lift up to 15 pounds. Specific vision abilities include close and color vision with the ability to adjust focus.

*(Job Specifications continued)*

- k. Working Conditions – Work mainly takes place in an office with a controlled environment. Position requires local, state-wide and national travel from time to time. Noise level is usually moderate.
- l. Working Hours – Regular work schedule is Monday – Friday, 8 am to 5 pm. Work on weekends, evenings and before/after normal working hours may be required.

#### **6. Education and Experience**

- a. Bachelor's in accounting or a closely related field is required
- b. Five (5) or more years of progressive management experience with a cooperative, utility, or allied industry in the areas of customer service, credit, and billing is required
- c. Five (5) or more years in staff management is required. Specific knowledge & skills used in directing the work of direct reports, their staff, and cross functional areas
- d. Prior knowledge and experience with data processing techniques with accounting and reporting
- e. Advanced Excel skills; Intermediate presentation skills
- f. Advanced ERP Skills, preferably SEDC-UPN or NISC
- g. Familiarity with billing laws and regulations preferred

#### **7. Licenses and Certificates**

- a. Must possess a current driver's license and have and maintain an insurable driving record
- b. Must be able to become certified in CPR and First Aid (on-job training provided)

#### **8. Remarks**

The foregoing position description is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency and to encourage cross training, employee will be assigned additional duties as deemed necessary by the Chief Financial Officer.