



Job Title: Billing Assistant	Reports to: CFO
Department: Accounting	Classification: Hourly

Customer Service Excellence:

In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness, and assistance. A commitment to service excellence is expected of all employees.

Position Overview/Description:

Assist customers and company employees with billing related questions. Reconciles and processes cash and check deposits in the iVUE accounting system. Assist customers with Broadband Benefit and Lifeline application process and processes the customer applications in the Federal Communications Commission (FCC) online system. Assists and is the backup person for the billing specialist, processing electronic bank deposits, credit card deposits, and electronic payments. Assists the controller and purchasing specialist with the iVUE Miscellaneous Receivables module of iVUE. Assist billing specialist with tracking insufficient funds checks, write-offs and recoveries of uncollectible accounts. Pull bills and credit balance refunds, and autopay accounts, and other charges and credits when needed. Other accounting duties as assigned.

Essential Job Functions:

- Assist customers and company employees with billing related questions.
- Process cash and check deposits in the iVUE accounting system.
- Check Contact Tracking Tickets and Workflow Tasks daily.
- Check and resolve billing tickets from after-hours support daily.
- Process customer applications for Broadband Benefit and Lifeline in the FCC's online system.
- Assist customers with the Broadband Benefit and Lifeline application process.
- Assist controller and purchasing specialist with iVUE Miscellaneous Receivable, including gathering information on fiber cuts, and posting payments.
- Assist the billing specialist and the purchasing specialist with the integration and automation process for service orders and materials and inventory.
- Run account counts and queries for company employees as requested.
- Assist billing specialist with tracking and reporting of insufficient funds checks and payments. account write-offs, sending accounts to collections.
- Assist billing specialist with reactivation or reconnection of vacation accounts.
- Backs up the billing specialist, processing electronic bank deposits, credit card deposits, and electronic payments when the billing specialist is out.
- Other duties as assigned.



Preferred Qualifications:

- A fun, enthusiastic, team player, who communicates effectively with co-workers in a courteous and professional manner
- Ability to communicate effectively with customers and display professionalism and enthusiasm via email, snail-mail, telephone, text, and in person
- Ability to organize, prioritize, and handle multiple work assignments
- Ability to concentrate and pay close attention to detail.
- Maintain dependable attendance and ensure work is completed in a timely manner, with minimum supervision
- Ability to complete work accurately under time constraints and deadlines
- Associates degree in business or accounting, or commensurate experience
- Knowledge of Microsoft Office products, Outlook, Word, and Excel
- Knowledge of telecommunications industry is preferred
- Knowledge of NISC iVUE Software is a plus
- This position does require infrequent overnight travel
- This position does require the ability to operate standard office equipment such as telephones, calculators, personal computers, & monitor, etc.
- This position does require the ability to maintain confidentiality and integrity of customer proprietary information.

Note:

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.