

Copper Valley Telephone Cooperative

Position Title: Revenue Assurance Manager
Reports To: Chief Financial Officer

Department: Customer Care
FLSA Status: Exempt

General Summary:

Oversees billing process to ensure all service orders are closed and accounts contain accurate charges. Supervises daily activities of Billing Clerks. Maintains tax and surcharge rates in billing system. Approves refunds and credits. Oversees utilization of NISC programs and functions. Assists customers with escalated billing and plant issues. Oversees collection activities.

Essential Job Functions:

- Oversees billing process to ensure all service orders are closed prior to billing; customer accounts contain accurate charges; and all machines used in the billing process are in working order. Maintains tax and surcharge rates in billing system, and audits for accuracy. Approves refunds of credit balances and deposits.
- Supervises daily activities of Billing Clerks by managing workflow and employee scheduling, checking work for accuracy, ensuring appropriate staff levels, counseling and encouraging employee growth, training employees, and answering employee questions.
- Works with marketing group to include appropriate marketing materials and messages with bills.
- Oversees utilization of NISC programs and functions including billing, polling & rating call records, service orders, calling plan and deposit refunds. Sets up and troubleshoots programs. Implements and trains employees on program modifications and enhancements.
- Assists customers with billing or plant issues by answering questions, authorizing credits, and solving escalated customer problems.
- Oversees collection activities to ensure effective collections program. Works with collection agents and small claims court as necessary.
- Assists with coordination of telephone directory publication.
- Performs all other related duties as assigned. *

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of complex computer systems and billing programs.
- Knowledge of company policies and procedures.
- Knowledge of management principles and practices.
- Knowledge of company products and services.
- Skill in operating various office equipment such as personal computer, postage machine, copier, shredder, various software programs, email, and telephone systems.
- Skill in oral and written communication.
- Skill in operating Microsoft applications including Excel, Access and Word.
- Skill in creating and organizing tasks and processes and utilizing available technology to create efficiencies.
- Skill in problem solving.
- Ability to maintain composure when dealing with difficult customers.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to delegate work and to organize and prioritize multiple work assignments.
- Ability to type 45 words per minute.
- Ability to maintain confidentiality.
- Ability to type and enter data for long periods of time.
- Ability to work independently.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Ability to create a team environment and sustain employee morale.
- Ability to work extended hours and travel on occasion.

Education and Experience:

High School diploma or equivalent plus three years clerical or office management experience in a customer-oriented business. A minimum of one year of supervisory experience is required. Bachelor’s degree in business or related field preferred.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing: Must be able to lift and transport records weighing up to 10 lbs.	X			
Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

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.