



Barrow Utilities and Electric Cooperative, Inc.

PO Box 449
Utqiagvik, Alaska 99723
Phone 907-852-6166

Job Description

Job Title:	Member Service & Billing Specialist	Supervises:	Non-Supervisory
Division:	Accounting	DOT Safety Sensitive:	No
Reports to:	Member Service & Billing Supervisor	FLSA Status:	Non-exempt, hourly
Union status:	Non-Union	Date:	April 7, 2025
Status:	Full-Time, Permanent	Work Schedule	Monday – Friday 8am – 5pm
Pay Grade	5	Salary	\$36.33/hourly DOE

Summary:

The Member Service & Billing Specialist is responsible for delivering excellent service to Cooperative members, processing payments, maintaining account records, and routing service-related communications during business hours.

Essential Duties and Responsibilities:

The duties include but are not limited to the following:

- Process utility payments from members (cash, check and credit card).
- Process member applications service and connect/disconnect requests.
- Complete utility service trouble tickets and forward to the responsible utility division.
- Respond to member inquiries and concerns regarding Cooperative services.
- Generate and verify utility bills, reconcile member accounts, and address billing discrepancies.
- Update and maintain member account records including contact info, service history, and payment arrangements.
- Prepare and process delinquent accounts including issuing disconnect notices, handling non-payment disconnects, and coordinating reconnections.
- Dispatch and coordinate field crews for service orders, outages, and emergencies during business hours.
- Monitor open service tickets and follow through to ensure timely resolution and member satisfaction.
- Serve as a liaison between members and internal departments to ensure accurate billing and efficient service delivery.
- Maintain working knowledge of Cooperative policies, rates, procedures, and regulatory requirements to effectively assist members.
- Protect confidential member information in compliance with Cooperative standards and policies
- Enter meter reads into the iVue system.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of BUECI's Policies and Procedures.
- Knowledge of billing practices, account reconciliation, and customer account management.
- Knowledge of electric, natural gas, or water utility services is preferred.

- Knowledge of general record keeping and filing practices.
- Skill in strong organizational and time management with the ability to prioritize tasks and meet deadlines.
- Skill in using computers and a variety of software applications to include Microsoft Office Suite.
- Ability to operate standard office equipment such as copiers, scanners, and multi-line phones.
- Ability to maintain strong interpersonal and communication skills to effectively interact with members, coworkers, and general public.
- Ability to maintain confidentiality and handle sensitive information with discretion and professionalism.
- Ability to tactfully and effectively interact with the members, coworkers, and the general public both verbally and in writing.
- Ability to multitask and prioritize responsibilities in a fast-paced environment.
- Ability to add and subtract, multiply and divide, and calculate percentages for billing purposes.
- Ability to work collaboratively across departments and provide consistent follow-through on service requests.
- Ability to lift up to 40lbs regularly.
- Ability to type at least 40 WPM.

Education, Experience, Certifications, and License Required:

- High school diploma or equivalent.
- Three years of clerical and computer experience.
- One year of experience working with billing, customer service, and financial database systems.
- Valid Alaska driver's license with a satisfactory driving record.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods sitting, bending, and kneeling.
- Prolonged periods of sitting at a desk working at a computer.
- Ability to lift up to 40lbs regularly.

Work Environment:

Work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment varies from low to moderate.

This job description does not constitute a written or implied contract of employment. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. BUECI reserves the right to revise or change duties, responsibilities, and activities and may change at any time with or without notice.

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