



TITLE: Customer Service Assistant

Exempt/Non-Exempt: Non-Exempt

GENERAL DESCRIPTION OF DUTIES

Responsible for coordinating billing and collections of member payments, managing bank deposits and performing general office management functions in support of the GM and management team.

REPORTING TO: General Manager

SPECIFIC JOB DUTIES AND RESPONSIBILITIES

- **Office Operations-** Responsible for ordering supplies and inventory. Ensuring Copiers and mailing systems are properly functioning
- **Customer Service support-** Serve as the primary point of contact for answering and returning a high volume inbound calls, scheduling appointments, resolving customer inquiries, processing payments and providing accurate information to ensure a positive customer experience.
- **Financial Operations-** Responsible for billing and collections functions and working with Management team to ensure timely and accurate billing and resolution of any issues or errors.
 - **Accounts Receivable-** Ensure timely collections of payments and maintain accurate financial records: Key responsibilities include:
 - **Invoicing:** Prepare and send accurate customer invoices based on work orders.
 - **Payment Processing:** Record and apply customer payments to the correct accounts.
 - **Check Processing:** Remotely scan and deposit incoming checks as part of daily payment processing.
 - **Payment Reconciliation:** Reconcile daily credit cards, checks, cash and EFT payments across two systems the following day and accurately record transactions in Quickbooks.
 - **Account Reconciliation:** Match payments to invoices and resolve discrepancies.
 - **Credit Handling & Refunds:** Manage customer credits; apply them to future invoices or process refunds when appropriate. All refunds must be reviewed by the General Manager.
 - **Collections:** Monitor overdue accounts and follow up to ensure timely payments.
 - **Customer Communication:** Handle billing inquiries, disputes and credit questions.
 - **Reporting:** Generate AR aging reports and monitor payment activity.
 - **Accounts Payable-** Ensure timely processing of payments and maintain accurate financial records: Key responsibilities include:
 - **Invoicing:** Receive, review and enter vendor invoices accurately.
 - **Payment Processing:** Process payments via check.
 - **Account Reconciliation:** Reconcile vendor statements, including credit card accounts, and resolve discrepancies.
 - **Expense Verification:** Ensure proper approvals are in place, all receipts are attached, correct allocation and expense accounts are used.
 - **Vendor Management:** Maintain vendor records and respond to inquiries.
 - **New Vendor Setup:** Verify that new vendors have completed a W-9 form for 1099 purposes and proved proper insurance documentation if required.
 - **Fuel Assistance program** – Responsible to manage all transactions: post awards, transfers and deposits, end of season report.
 - **Dispatching Assistance-** Assist with dispatching to include posting fuel tickets, calling customers in advance of deliveries, posting & filing tank inspections. Additionally learning the dispatching process.
 - **Other duties:** Performs all other duties as needed or assigned (i.e. audit support)

KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of energy billing processes
- Proficiency in Quickbooks or a comparable accounting software
- Experience working within general ledger account systems
- Advanced Excel skills.
- Understanding of billing, credit and collection laws and regulations
- Experience preparing and making bank deposits electronically
- Proficiency in reconciling payments received.
- Experience multi-tasking ability in a fast-paced, deadline driven environment
- Exceptional communication skills
- Strong conflict resolution and customer service skills
- High attention to detail and accuracy
- Demonstrated integrity and confidentiality
- Adaptability and willingness to take on new responsibilities as necessary
- Problem-solving ability
- Understanding of AP/AR best practices.

MINIMUM TRAINING AND EXPERIENCE

- Associates degree preferred or equivalent work experience in accounting, billing or finance
- Must be bondable working with money.

Physical Ability:

Light work: Exerting up to 40 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.