



103 LINCOLN STREET
RUSH CENTER KS 67575

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| WWW.GBTA.NET

Job Title	Billing Specialist- Accounting Assistant	Job Category	Administrative Support
Department	Accounting	Status	Full Time/Exempt
Location	GBT Service Area	Travel Required	Yes
Supervisor Title	Controller	Evaluators	Controller, Management Team
In-put	General Manager, Management Team, Co-Workers, Customers	Direct Reports	NA

In keeping with our mission of ***bringing the best user experience to its customers through reliable state-of-the-art communication services.***

This position supports the company's customer service philosophy that sets us apart from our competition by providing our customers with local and genuine personal service, we will work alongside our customers to find the best solution available to fit their needs. We pledge to provide the finest services to our customers and strive for continuous daily innovation to remain competitive in an age of perpetual technology.

NOTE: The job functions listed are intended to describe the general nature and level of work being performed by employees and are not to be interpreted 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.

By: Controller Golden Belt Telephone	Effective Date:
	Review Date:

POSITION DESCRIPTION

**Percentages of time spent on each job duty will vary daily, as well as based on project.*

Reporting to the Controller, the Billing Specialist will be responsible for assisting in day-to-day operations for the accounting department as well as managing rural economic development efforts, ERATE, CATV programming and rate agreements, and computer sales and service billing. Assist in creation of the annual budget for the department to attain strategic goals. Understand the company's strategy, goals, industry standards, safety procedures, and operations.

ESSENTIAL DUTIES & RESPONSIBILITIES

-Receive cash, checks and other tender from customers in payment of bills and purchases, as well as posting customer payments. Reconcile and balance a cash drawer, prepare daily bank deposits.

-Process monthly pre notes, ACH, late notices, and non pay disconnect service orders.

-Handle past dues accounts, NSF instances, & expired credit cards, effectively communicating with customers to address while maintaining a positive customer relationship.

-Ensure compliance with Enhanced 911 regulations, including accurate transmission of caller location information to emergency services.

-Ensure accurate and current information in the directory database is regularly reviewed, verified and coordinated with our contracted directory service, while ensuring compliance with data protection and privacy regulations.

-USDA loan facilitator, including guidance to clients through the application process, ensuring compliances with USDA regulations and providing information on eligibility criteria.

-Prepare and facilitate ERATE for local schools and libraries to ensure they receive the bid information needed to qualify for discounts, completing appropriate USAC billing.

-Prepare & facilitate Rural Health Care for providers in our area to ensure they receive bid information they are requesting and completing appropriate billing.

-Planning and/or attending public relations/ community events such as: county fairs, chamber events, etc.

-Review all CATV programming agreements to ensure highest quality at best available rates. Use this information to make recommendations to management, prepare annual certification letter and FCC signal leakage report.

-Manage billing and service orders for computer sales and service. Field all computer service orders, process billing for sales and services provided.

-Cultivates the culture by setting the tone and ensuring retention of the core values by setting an example and reinforcing the values in others.

-Attend and participate in job safety and other training programs.

-Follows all company safety policies and procedures as outlined in the Employee Handbook/Guidebook and Safety Manual.

Knowledge, Skills & Abilities

-Knowledge of company policies, procedures, products, and services.

-Knowledge and/or ability to understand and stay up-to-date with relevant regulations in areas such as e911, USDA, ERATE, data protection, & telecom compliance.

-Strong communication & problem solving skills.

-Skill in operating a personal computer using database, word processing, desktop publishing, graphic design, and spreadsheet software.

-Skill in analytical thinking and problem solving.

-Skill in oral and written communication.

-Skill in customer service and customer relations.

-Ability to monitor & maintain e911 systems, addressing issues promptly, and collaborating with relevant stakeholders to enhance emergency response capabilities.

-Ability to analyze issues, troubleshoot problems, and implement effective solutions.

-Ability to collaborate with internal teams, utilize collection software, and adhering to legal & ethical collection practices.

-Ability to organize, prioritize and manage multiple work assignments.

-Ability to adapt to evolving situations, whether it's changes in regulations, technology, or customer needs.

-Ability to complete work accurately under time constraints and deadlines.

-Ability to function effectively as a team player.

-Ability to pay close attention to detail. Thoroughness in maintaining accurate records, ensuring compliance, locating & resolving discrepancies.

-Ability to drive GBT vehicles daily, possessing a valid driver's license

-Ability to hold yourself accountable and manage your time efficiently.

-Ability to provide the entire experience, the GBT way.

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

Responsibilities: This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Therefore, must relate well with others since information has to be obtained on occasion from others in the form of informal training/ coaching. Employees are expected to communicate with the public as well as fellow employees in a pleasant business-like manner. There is frequent internal and external contact at all levels of organization requiring negotiation, persuasion, and diplomacy with other departments, customers, and vendors. Must also maintain good attendance and appearance. Employees are expected to increase job knowledge by assisting & supporting all other employees with their job duties, as required. Participation in strategic planning is expected at least weekly.

Education, Experience & Training: Bachelor's degree in Accounting, Business Administration, or other type of related degree, preferred, and/or 2 years of admin experience, preferred. High school diploma or GED, required. Company training of operating systems must be completed within six months. Ongoing training as required by the company, I.E., safety, CPNI, harassment prevention and other necessary industry training, required.

Customer Service/Interaction: Daily phone and face-to-face interaction with other employees and customers, while vendor contact is as needed by phone to perform job functions. To facilitate our mission of customer satisfaction, all jobs carry with them an overriding responsibility of our employees to provide extraordinary customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees.

Confidential & Sensitive Information: This position has access to and must safeguard the organizations confidential and sensitive information.

Latitude: Most duties are assigned and then the performer plans and arranges tasks to complete duties. Problem solving is accomplished independently most of the time requiring extensive knowledge, both industry and technical. Most decisions not affecting other departments can be made independently in accordance with company policy. Purchase decisions within budgetary limitations can be made.

Impact of Position: Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are easily detected but could have significant adverse effect on external relationships and result in substantial monetary effect due to a probability of loss of customers and improper utilization of labor, material, or equipment. Since data that is prepared by this position is used for important decisions by management, errors could result in liability and affect operating costs.

Physical Requirements: Limited bending, carrying, lifting- up to 40 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

Work Conditions: Most of the work required for this position is performed in an office environment

Other: Occasional travel by vehicle, air travel, flexible hours, overnight travel, and overtime, may be required.

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. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgment below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

