

Materials Innovation and Recycling Authority
Customer Billing/Analyst

Reporting Relationship

Reports to the Chief Financial Officer

Essential Job Functions

The Customer Billing/Analyst is responsible for all billing functions of Authority projects. Responsible for issuing invoices for service in a timely and accurate fashion and for maintaining the integrity of customer scale record accounts. This position serves as the primary day-to-day interface between the Authority and customers related to account and billing inquiries. Perform analytical tasks for other departments as required. Specific responsibilities include:

- Conducts all billing operations including the importation of data, data review, interaction with scale operators, ticket processing, etc.
- Responsible for maintaining system profiles used to record ticket information.
- Prepares and issues monthly invoices of customer accounts.
- Ensures that invoices are accurate and complete, troubleshoot discrepancies, conduct historical analysis and billing research.
- Ensures that complex pricing structures, each Municipal Solid Waste Services contact and MIRA policy are accurately reflected in each customer's invoices.
- Trains Scale / Enforcement personnel on scale software.
- Responsible for maintaining historical records including storage of boxes.
- Respond to inquiries from Enforcement personnel for software related issues and troubleshoot software problems.
- First point of contact for external and internal customer service issues related to scale operations.
- Compiles all tonnage and weight record information for reporting purposes to the Department of Environmental Protection, Authority staff, and management.
- Respond to requests for analysis on hauler information, run historical reports on tonnage for Enforcement and Operations.
- Prepares internal reports on account and weighing activity as requested. Performs customer relations such as necessary sales adjustments, and explanations of policies and procedures.
- Prepare monthly Operation's reports related to tonnage flows and plant performance.
- Prepare routine payments such as quarterly host community payments report and CTDEEP report.
- Miscellaneous duties as assigned to help MIRA attain its goals.

Physical Requirements for Administrative and or Office Positions

- Ability to lift items or boxes generally weighing up to 20 pounds and infrequently weighing more than 20 pounds, if over 20lbs. a two-person lift may be required. Boxes of paper should be broken down into smaller parcels for handling.
- Ability to sit and use a computer workstation, including keyboard and visual display terminal, for extended periods of time.
- Ability to understand and follow directions and to communicate effectively with peers and supervisors.

Knowledge, Skills & Experience

- A Bachelor's degree from a recognized college or university in accounting or business or equivalent experience in accounting (4 years) OR
- Associate's degree from a recognized college or university or equivalent experience in accounting (4 years) OR
- Incumbent with equivalent organizational experience.
- Knowledge of billing, accounts receivable and customer service practices.
- Excellent computer skills with an emphasis on experience in computerized billing/accounting software.
- Knowledge of Authority operations and functions.
- Good communication skills.
- Knowledge of operational procedures with regard to vehicle weighing.
- Ability to manage hauler accounts and assist customers in understanding invoices.

Starting Salary Range

Low \$62,000 High \$67,000

Effective March 2022