

Job Description: Billing, Collections and Member Services Coordinator

Company: Tallahatchie Valley EPA (TVEPA)

About Us: TVEPA is an electric cooperative dedicated to providing exceptional utility services and maintaining strong financial relationships. Tallahatchie Valley Electric Power Association is celebrating 85 years of providing electric service to almost 28,000 homes, farms, businesses, and industries in nine north Mississippi counties. TVEPA brought electricity to rural Mississippi 85 years ago and is now making history in becoming the first electric cooperative in the state to form a subsidiary (TVI-fiber), to provide high speed internet services by offering fiber to the home at gigabit speeds. TVI-fiber has been established to provide fiber to every member that desires services, including residential and business users. We are seeking a motivated and detail-oriented Coordinator to join our team and play a crucial role in ensuring the timely billing and accurate collection of outstanding payments from our valued members/subscribers.

Key Responsibilities:

- **Compile and review billing data:** Produce accurate and timely billing to member/subscriber.
- **Contact Members/Subscribers:** Contact members/subscribers to recover outstanding payments accurately and in a timely manner.
- **Resolve Billing Discrepancies:** Investigate and resolve billing discrepancies and disputes to ensure accurate billing.
- **Negotiate Payment Arrangements:** Collaborate with delinquent accounts to negotiate payment arrangements and settlements.
- **Record Keeping:** Maintain accurate and up-to-date records of member/subscriber interactions in our system.
- **Customer Collaboration:** Work closely with sales and member/subscriber service teams to address billing-related inquiries and concerns.
- **Account Statements:** Send regular account statements to members/subscribers and follow up on payment plans as needed.
- **Reporting:** Provide timely reports on accounts receivable status to ensure transparency and effective management.

Qualifications:

- **Education:** High school diploma or equivalent; additional education in finance, business or a related field is a plus.
- **Experience:** 8 to 10 years proven experience in billing, collections, or a similar role.
- **Billing Knowledge:** Strong understanding of billing procedures and accounts receivable.
- **Communication Skills:** Excellent communication and negotiation skills to engage effectively with members/subscribers.
- **Team Player:** Ability to work independently and collaboratively within a team.

- **Problem-Solving:** Strong problem-solving and analytical abilities to address billing discrepancies and payment issues.
- **Technical Proficiency:** Proficiency in accounting software and Microsoft Office Suite.
- **Legal Compliance:** Knowledge of relevant laws and regulations governing billing and collections, such as the Fair Debt Collection Practices Act.

Preferred Qualifications:

- **Education:** Associate or bachelor's degree in finance, accounting, or a related field.
- **Certification:** Certification in accounts receivable or debt collection is a plus.

Benefits:

TVEPA values its employees and offers a comprehensive benefits package, including:

- Competitive salary
- Health, dental, and vision insurance
- Retirement plans, including a defined benefit plan and a 401K plan with company match.
- Paid time off and holidays
- Ongoing professional development and training opportunities
- Employee assistance program
- A supportive and collaborative work environment
- Opportunities for career advancement

Working Conditions:

- This role primarily operates in an office environment.
- Occasional evening or weekend work may be necessary to accommodate member/subscriber schedules.

How to Apply: If you're a dedicated individual with a commitment to accuracy and exceptional customer service, we encourage you to apply. To join our team as a Coordinator, please submit your resume and a cover letter outlining your qualifications and relevant experience to jobs@tvepa.com. Be sure to include "Coordinator Application" in the subject line of your email.

TVEPA is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity, disability, or any other protected status.