

Title: Telecommunication Billing Operations Analyst II
PG: 45
Status: Civil Service
Position Reports to: Manager of Telecommunications
Department: Lakeland Electric

Class Code: 6540
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This position is responsible for implementing billing operations using current technology to maximize the effectiveness and accuracy of existing systems. This person will monitor the operation of systems to ensure the effective delivery of billing information. They will also assist in the development of solutions to billing problems and in testing the accuracy of system modifications designed to accommodate these solutions. These functions will be performed for both internal and external customers.

The position is also responsible for recommending and developing practical operating procedures in the billing process. A thorough knowledge of telecommunications billing software and peripherals is essential. Work is performed with considerable independence within the framework of general policies and procedures, and requires the exercise of initiative and judgment. An employee in this classification is responsible for the security, accounting, record keeping and quality control of all telecommunications areas as assigned. Performance is reviewed through the analysis of reports, conferences and evaluation of results achieved.

ESSENTIAL FUNCTIONS:

1. Participates in establishing and maintaining security for the telephone billing system.
2. Maintains a database of internal and external circuits and their configuration for billing purposes.
3. Assists in verification of circuits, equipment, maintenance and long distance bills for accuracy.
4. Prepares and maintains related records and reports.
5. Organizes and conducts training classes on the functions of telecommunications billing and peripheral devices.
6. Monitor the operation of systems to ensure the effective delivery of billing information
7. Assist in the development of solutions to billing problems

ADDITIONAL RESPONSIBILITIES:

1. May supervise clerical support employees as required.
2. Performs related duties as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Considerable knowledge of the billing process as it relates to both internal and external customers.
2. Ability to learn the operation of the City, its departments and divisions and their functions.
3. Ability to learn and apply new technology and developments to meet both the City's needs as well as external customers.
4. Ability to communicate effectively, both verbally and in writing.
5. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations. Reaching, bending, and stooping may be required when filing or operating office equipment.
The job risks to exposures may include dusts, pollen, bright, dim light, and loud noises.

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The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. Graduation from an accredited college or university with an Associates Degree in accounting.
2. Two (2) years experience within the field of telecommunications.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS

1. Must possess and maintain a home telephone.
2. Must possess and maintain a valid state of Florida driver's license.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.