

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description

Special Accounts Representative

Entire Company

Industrial Billing Department

A. Duties:

Under general supervision, compute billing to special industrial, commercial and municipal accounts for NIE (NIPSCO, NIFL and KOKOMO).

Perform duties such as:

1. Compute, summarize, and issue prescribed gas and electric utility billing for industrial, commercial and municipal customers; maintain accounts receivable balance. Manually calculate industrial billing rates not integrated with computerized billing systems.
2. Analyze industrial and municipal customer's use, billing factors and revenue.
3. Request reviews of customer's billing rates, when needed.
4. Prepare regular, special and miscellaneous reports as required.
5. Send reports to customers and utility suppliers, as required.
6. Review and process gas and electric contracts and rate advices.
7. Review and mail billing statements.
8. Work with various computerized billing systems.
9. Create and maintain revenue watchlists for specified billing accounts; notify Sales Reps when delinquencies occur.
10. Analyze and resolve billing exceptions.
11. Work with other departments to acquire data for billing.
12. Identify and report billing system problems and inconsistencies.
13. Operate general office equipment to scan, e-mail and fax information.

14. Maintain neat and orderly records and files; exercise record retention policies. Sort and distribute reports and bills.
15. Perform duties in accordance with the Company's procedures, practices, and safety rules.
16. Report irregularities and abnormal conditions.
17. Direct the work of one or two employees assigned to assist.
18. Assist in the training of other employees.
19. Perform similar or less skilled work in this classification or, when the diversity of the work load requires, perform similar or less skilled work in equal or lower classifications.

B. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. High school education or the equivalent, including courses in intermediate mathematics.
2. Successful bidder must be qualified in one of the following classifications, and must not have worked outside of the classification for two years:
Customer Service Representative, Senior Customer Service Representative, Meter Processing Representative, Senior Meter Processing Representative, Internal Sales Representative, Information Systems Tester, Commercial Accounts Service Representative and Customer Transactions Service Representative.

Approved by the Company and Union
June 1, 2009

Job # 2435