



## Employment Opportunity

---

8802 27th Ave NE, Quil Ceda Village, WA 98271  
Office: 360-716-5000 ▪ [www.QuilCedaVillage.org](http://www.QuilCedaVillage.org)

Quil Ceda Village  
q<sup>w</sup>əl'sidə? ʔəlʔaltəd

**JOB TITLE: Telecom Billing Specialist**

**JOB NUMBER:2020-XXX**

**DEPARTMENT: Salish Networks, Inc.**

**JOB DESCRIPTION:** Provide account receivables support for telecommunications services. Preparation and tracking of business, residential and Government account information for accounting and reporting purposes. Providing customer support in a high demand service area.

**JOB OPEN:**

**JOB CLOSE:**

**TO APPLY:** Download and complete the application form located on the Quil Ceda Village website: <http://quilcedavillage.org/Employment>. Completed applications may be delivered, mailed, faxed or e-mailed to the HR department. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

*NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.*

---

**EMPLOYEE CLASSIFICATION:** Non-Exempt

**EMPLOYEE REPORTS TO:** Telecom Business Services Manager

**EMPLOYEE SUPERVISES:** None

**EDUCATION:**

- High school Diploma or GED equivalent required. (Documentation must be attached)

**SKILLS:**

- Ability to work independently as well as in a team environment.
- Ability to prioritize and complete assignments with strict deadlines.
- Must be able to work well under pressure and within time restraints.
- Must have strong customer services skills.
- Must have excellent verbal and written communication skills.
- Must have a thorough knowledge of various Microsoft Office programs, such as Word and Excel.
- Must have excellent organizational skills.

**EXPERIENCE:**

- Minimum of two (2) years' experience providing billing and account assistance to over the phone and in person for customers.

- Minimum of two (2) years' experience maintaining customer records and account information in a commercial billing software.
- Minimum of two (2) years' experience basic cash handling and accounts receivable.
- Minimum of two (2) years' experience in management of delinquent debt preferred.
- Minimum of two (2) years' experience working with outside vendors preferred.

#### OTHER REQUIREMENTS:

- Must be willing to attend progressive job related training as requested.
- Must be able to work evenings, weekends, and/or holidays as needed or requested.
- Must have the tolerance and patience for dealing with upset, angry, and/or frustrated individuals.
- Must be able to successfully complete a Tribal, State and Federal background investigation.
- Must have successful employment history with the Tulalip Tribes and/or other employment entities. This includes no disciplinary action within the one (1) year from the date of application, and no involuntary dismissals within the last two (2) years from the date of application.
- Must have no misuse or abuse of alcohol or other mind-altering drugs three (3) years prior to date of employment or while employed.
- Must be able to pass a hiring and periodic random urinalysis.

#### PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Manual and finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit, stand, and/or walk for prolonged periods of time
- Tolerance to be exposed to computer screen for prolonged periods of time on a regular basis
- Mobility to bend, stoop, and/or climb stairs on an occasional basis

#### SPECIFIC JOB PERFORMED:

- Process check payments received via mail, bank draft, or in person on a daily basis
- Verify and process customer service orders and/or trouble tickets
- Correspond with customers over the phone and in email.
- Process billing and account related customer inquires
- Process billing corrections to customer accounts in a timely manner
- Contact delinquent accounts for payment arrangements
- Manage in-house bad debt collection
- Manage paycheck and per-capita deductions
- Research and Assist with billing disputes
- Assist in month end billing to insure billing accuracy
- Assist in special projects as they arise
- Provide account information to customers in compliance with CPNI confidentiality standards
- Maintain customer records with confidentiality
- Ensure adequate stock of billing supplies to support all aspects of billing services

- Balance cash drawer at end of each day
- Other related duties and deemed necessary

**BASE WAGE:** USD \$19.54 - \$27.49/ Hour

**TERMS OF EMPLOYMENT:** This is a regular Full-time position requiring at least 40 per week, or 2080 hours per year. Increase in pay is subject to budgetary restriction, following successful completion of applicable probationary period.

**Disclaimer:** The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.