

The Hometown Hub Job Title: Billing Operations & Exception Specialist

Department: Utility Billing Operations

Reports To: Billing Supervisor / Operations Manager

Job Summary:

The Billing Operations & Exception Specialist is an intermediate-level utility billing professional responsible for reviewing, researching, and resolving billing exceptions to ensure accurate and timely customer billing.

This position works within the utility billing CIS and related utility systems to correct data discrepancies, perform rebills and adjustments, and support stable billing operations in a live municipal production environment.

This role requires 3 to 5 years of billing experience and demonstrated ability to independently manage exception queues while adhering to established workflows, policies, and control standards. The position supports operational execution and escalates systemic or highly complex issues to Senior Specialists or Supervisors as appropriate.

Key Responsibilities:

- Investigate and resolve billing exceptions, including meter reading issues, missed bills, and account anomalies.
- Perform billing corrections, rebills, and adjustments in the CIS system.
- Monitor exception reports and escalate systemic issues for process improvement.
- Document resolution steps and contribute to knowledge base and SOP updates.
- Work collaboratively with internal teams and client staff to meet daily billing deadlines.
- Support training and onboarding of new staff as needed.

Qualifications:

- 3 to 5 years of municipal utility billing experience
- Hands-on experience resolving billing exceptions in a live production environment
- Experience with Banner CIS preferred
- Understanding of the meter-to-cash lifecycle
- Strong analytical, math, and problem-solving skills
- High attention to detail and accuracy
- Ability to manage multiple priorities under deadline pressure
- Clear written and verbal communication skills