San Patricio Electric Cooperative, Inc.
A Touchstone Energy® Cooperative

Job Description: Billing Supervisor

Department: Financial Services	**FLSA Status:** Exempt
Reports to: Financial Services Manager	**Location:** Sinton, Texas
Supervises: Billing staff	
NRECA NCS classification: TBD	**Revised:** August 2026

About San Patricio Electric Cooperative:

San Patricio Electric Cooperative (SPEC) is a member-owned, not-for-profit electric utility committed to providing safe, reliable and affordable electric service to the communities we serve.

Beyond delivering power, SPEC is dedicated to enhancing the quality of life for our members through strong community engagement, responsible operations and a focus on service excellence. As a cooperative, we operate with a commitment to integrity, accountability and long-term sustainability.

Our employees work together as a team to uphold cooperative principles while delivering dependable service and supporting the needs of our members and communities.

BASIC FUNCTION:

The Billing Supervisor oversees daily billing operations to ensure accurate, timely, and professional service to members. This position supervises billing staff, coordinates monthly billing processes, resolves escalated account concerns, maintains strong internal controls, and works across departments to support efficient and accurate billing operations.

EDUCATION AND EXPERIENCE:

An associate or bachelor’s degree in business, accounting, finance, or a related field is preferred; however, equivalent relevant work experience may be considered in lieu of the preferred college education.

Two to five years of related experience in billing, finance, collections, customer service, or a similar field is preferred, along with team management or supervisory experience.

Experience with billing systems, reconciliations, reporting, and monthly processing is strongly preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of utility billing practices, Cooperative Tariffs, rate schedules, service rules, billing determinants, account maintenance, payment processing, collections, adjustments, refunds, deposits, penalties, and related financial transactions.
- Ability to accurately and consistently apply approved Cooperative Tariffs, rates, billing rules, service policies, fees, payment requirements, and internal controls.
- Skill in reviewing billing reports, researching account activity, identifying discrepancies, verifying adjustments, and coordinating corrections before final billing.
- Knowledge of patronage capital and unclaimed-property processes, including allocations, Board-authorized general and estate retirements, member records, due diligence, escheat reporting, remittance, reconciliation, and record retention.
- Ability to manage recurring billing deadlines, prioritize time-sensitive responsibilities, and maintain strong attention to detail.
- Proficiency with computers, spreadsheets, databases, and utility billing systems.
- Ability to supervise, train, coach, and evaluate employees; exercise sound judgment; resolve escalated billing concerns; and collaborate effectively across departments.

ESSENTIAL DUTIES/RESPONSIBILITIES:	Percent of Time
Supervision, Billing Operations, Quality Control & Interdepartmental Coordination • Supervises and supports assigned billing staff and provides direction, training, coaching, and performance feedback. • Coordinates daily billing operations and workflow to ensure complete, accurate, and timely processing of assigned duties. • Reviews and monitors employee work for accuracy, completeness, productivity, and compliance with Cooperative policies, procedures, schedules, and internal controls. • Coordinates workload distribution, cross-training, and backup coverage to support continuity of billing operations and member service. • Responds to escalated member inquiries and resolves complex billing, account, and service concerns. • Reviews and approves or coordinates billing corrections, adjustments, refunds, deposits, penalties, and other authorized billing transactions. • Coordinates with Financial Services, Member Services, Mapping, Operations, Technology Services, and other departments to ensure meter readings, service orders, payments, service changes, and member-account information are accurately recorded and reflected on member bills. • Promotes consistent service standards by ensuring staff provide professional, accurate, and courteous assistance while maintaining accountability, confidentiality, and compliance with departmental procedures.	50%
Monthly Billing, Tariff Administration, Patronage Capital, Reporting & Reconciliation • Coordinates and oversees recurring billing activities in accordance with approved Cooperative Tariffs, rate schedules, service rules, fees, and billing procedures to ensure complete, accurate, and timely member billing. • Reviews pre-bill processes and edit reports; analyzes exception reports, investigates discrepancies, and makes or coordinates corrections before final billing; and prepares, reviews, and maintains revenue, membership, new-connect meter-reading, estimate, collection, delinquency, penalty, refund balance, and other required billing reports. • Oversees monthly billing and related reports within established deadlines and verifies information before final billing transactions are submitted through NISC. • Reviews special billing and bookkeeping entries for designated consumer classes, memberships, deposits, disconnects, refunds, unusual account circumstances, and approved corrections. • Ensures daily billing transactions and control totals are accurately reflected in applicable systems and the general ledger; reconciles or reports discrepancies for resolution. • Coordinates patronage capital processes, including annual member allocations, Board-authorized general and estate retirements, member verification, payments, returned payments, reconciliations, notices, and supporting records. • Protects the integrity, accuracy, and confidentiality of members, payment, and billing information. • Coordinates unclaimed-property and escheat processing for eligible member funds, including owner research, due diligence, reporting, remittance, reconciliation, and record retention.	35%
Member Payments, Account Support, Balancing & Reporting • Oversees member-payment processing, collections, transaction balancing, and account documentation to ensure accuracy and compliance with Cooperative procedures. • Coordinates payment arrangements, delinquent-account activity, returned payments, and related account actions. • Posts and verifies account adjustments and performs daily and monthly balancing, including the reconciliation of daily adjustments. Facilitates the referral and ongoing management of past-due accounts with the Cooperative's third-party collections company and reconciles collection activity, payments, fees, status updates, and account balances.	15%

SPECIAL REQUIREMENTS:

Must possess and maintain a valid Texas driver's license and an insurable driving record. Must maintain a working telephone number. May be required to work overtime, weekends, or extended hours during emergencies, outages, monthly processing deadlines, or other operational needs. Periodic travel for training or Cooperative business may be required.

OTHER FACTORS:

Supervision: This position supervises assigned billing staff and works under the direction of the Financial Services Manager and Cooperative leadership within established policies, procedures, billing schedules, and internal controls.

Responsibility: Decisions directly affect billing accuracy, tariff administration, patronage capital, unclaimed-property compliance, revenue records, member satisfaction, financial reporting, employee performance, and service continuity. The position administers these functions within approved policies and Board-authorized actions and is accountable for timely, accurate, complete, and confidential processing.

Complexity: Work is varied and detail-intensive and requires the application of rates, billing rules, policies, and procedures to differing member and account situations. Problems may require research, calculation, reconciliation, judgment, employee guidance, coordination, and timely follow-through before monthly billing deadlines.

Communications: Frequent communication is required to explain bills and account activity, obtain documentation, resolve discrepancies, coordinate corrections, supervise staff, and maintain effective relationships with members, employees, and the public.

WORKING CONDITIONS AND MENTAL OR PHYSICAL REQUIREMENTS:

Work is primarily performed indoors in an office environment with regular interaction with members and coworkers.
The position requires prolonged sitting or standing, frequent keyboarding, use of office equipment, reading detailed information from computer screens and documents, clear verbal communication, and occasional lifting or moving of office materials weighing up to 25 pounds.
The employee must be able to manage interruptions, recurring deadlines, confidential information, employee supervision, and member concerns in a professional manner.

JOB DESCRIPTION ACKNOWLEDGEMENT:

This job description is not intended to be all-inclusive, and additional duties may be assigned as required. The duties and scope of this position may change based on the needs of the Cooperative. This document does not constitute a written or implied contract of employment for any period of time. Nothing in this job description alters the at-will nature of employment with the Cooperative.

I acknowledge that I have received, reviewed and understand the job description for the Billing Supervisor position. I understand that I am responsible for the satisfactory performance of the essential functions of this position, with or without reasonable accommodation, and in accordance with Cooperative policies and expectations.

Employee Name: ____ Date: ___________________

Employee Signature: ____