

## **CUSTOMER SERVICE/BILLING TECHNICIAN INTERN**

*FLSA Status: Non-Exempt*

### **GENERAL DEFINITION OF WORK:**

The ideal candidate is a creative self-starter with strong writing and oral communication skills and the ability to manage multiple assignments, work as part of a team, and work independently with little supervision. Work is performed under regular supervision.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

- Navigates customer accounts using billing software.
- Identify and correct inaccuracies, duplicates, and inconsistencies in customer billing data.
- Verify the accuracy of data entries and update records as necessary.
- Assist Customer Service Representative as necessary.
- Responsible for organizing and maintaining records room.
- Performs related tasks as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of and proficiency in graphic design, web design, and/or social media marketing; Proficient verbal and written communication skills in English; Proficient organizational skills with attention to detail and ability to prioritize work; Proficiency in Microsoft Office and basic computer applications; Self-motivated to work independently and collaboratively with multiple departments; Positive, proactive, and personable team player; Ability to follow detailed work procedures; ability to establish and maintain effective relationships with the public, customers, co-workers and supervisors.

### **EDUCATION AND EXPERIENCE:**

Enrollment in an accredited university or college, in pursuit of a graduate degree majoring in communications, journalism, or public relations preferred.

### **PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 20 pounds of force occasionally, and negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of spoken word; hearing is required to receive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.