

PO Box 67
1135 N. Church St.
Halls, TN 38040



Phone: (731)-836-7508
Fax: (731)-836-5070
Web: www.forkeddeer.com

Job Description

Job Title:	Billing Clerk
Reports To:	Office Manager
Supervisory Responsibilities:	None
FLSA Status:	Hourly, Nonexempt

Summary

The Billing Clerk supports Forked Deer Connect, LLC by managing customer billing processes, maintaining accurate account records, and assisting with general accounting functions. This position ensures timely and accurate billing, payment processing, and account reconciliation while providing professional and courteous support to both customers and internal staff. Strong attention to detail, organizational skills, and proficiency with Microsoft Office applications are essential.

Essential Duties and Responsibilities

- (a) Initiate the customer billing process to ensure accurate and timely billing and mailing to Forked Deer Connect residential and commercial accounts.
- (b) Process monthly account activities including auto-draft payments, applying late fees, and coordinating service disconnections.
- (c) Monitor and manage incoming payments, including online, ACH, credit card, cash, and check transactions.
- (d) Assist the customer service clerk with account maintenance, including opening, closing, updating accounts, generating final bills, and collecting delinquent balances as needed.
- (e) Receive and respond to customer inquiries regarding billing and payments, researching account histories to resolve issues efficiently and professionally.
- (f) Develop and prepare written communications to customers regarding billing, account updates, or payment reminders.
- (g) Prepare billing information for month-end accruals and assist with documentation for the annual audit.
- (h) Reconcile daily reports, verify deposits, and post revenue payments to the general ledger system.
- (i) Audit daily deposits, ensuring accuracy and compliance with company policies.
- (j) Research and resolve miscellaneous payments to ensure proper application.
- (k) Maintain accurate and organized records of all billing and receipting activities in accordance with the records retention policy.
- (l) Assist with balancing the cash drawer and other accounting tasks as needed.
- (m) Perform special accounting projects or other duties as assigned to support the goals of Forked Deer Connect, LLC.

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Competencies

Attention to Detail—Demonstrates accuracy and thoroughness in all billing and accounting tasks; identifies and corrects errors promptly.

Customer Service—Responds promptly and professionally to customer inquiries; maintains a positive and helpful attitude.

Communication—Clearly conveys information both verbally and in writing; maintains confidentiality of sensitive information.

Organization—Manages time effectively; keeps accurate records and meets deadlines consistently.

Dependability—Arrives on time, follows through on commitments, and provides consistent, reliable support to customers and teammates.

Teamwork—Works cooperatively and effectively with coworkers and departments to achieve company objectives.

Qualifications

Education and/or Experience—Associate's degree in Accounting, Business Administration, or a related field is preferred. A minimum of 3-5 years of relevant experience in billing, accounting, or a related position is preferred.

Certificates, Licenses, Registrations—Must possess and maintain a valid Tennessee driver's license and a safe driving record.

Physical Requirements—Must be able to sit for extended periods and work at a computer. Occasional lifting of up to 25 pounds may be required.

Skills—Proficient in Microsoft Excel, Word, and Outlook. Strong mathematical, analytical, and problem-solving abilities. Excellent organizational and communication skills, with the ability to manage multiple priorities accurately and efficiently.

Work Conditions—This is a full-time, on-site position. Regular hours are Monday through Thursday, 7:00 a.m. to 5:30 p.m. Occasional overtime or schedule adjustments may be required to meet deadlines or assist with special projects.

November 5, 2025