

BILLING CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work involving the responsibility for accurately posting and reconciling billing information within a digital billing system. The work is performed under the general supervision of a higher-level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Ensures the accuracy of financial records by reconciling balances associated with accounts;
Processes invoices and billing statements by applying the appropriate codes, formats and established procedures in compliance with organizational, regulatory and contractual requirements;
Follows up on unpaid bills by making calls, sending letters and using other collection methods;
Gathers information, addresses common issues and responds to inquiries;
Analyzes accounts receivable records, identifies discrepancies and prepares journal entries or adjustments to maintain accurate financial data;
May provide assistance in resolving software-related issues within accounts receivable systems and contributes to the design and enhancement of applications by clarifying billing procedures and compliance needs;
May assist in resolving routine billing and account issues, as directed by a supervisor.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of business arithmetic and English; good knowledge of clerical principles and practices; good knowledge of office terminology, procedures, and equipment; working knowledge of the principles and practices of billing in a government setting; working knowledge of billing codes and formats; ability to carry out oral and written instructions; ability to understand and interpret written material, especially as it pertains to billing procedures; ability to use computer programs and software to perform billing tasks*.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and two (2) years of paid office clerical or business work experience, six (6) months of which must have been in a billing (e.g., medical), accounts receivable and/or financial record keeping (e.g., Account Clerk, Bank Teller, Payroll Clerk) setting; or
2. An Associate's degree or higher in Accounting, Business Administration, Finance, or comparable degree.

NOTE: Completion of six (6) college credits in Accounting, Fiscal Management, Finance, Business Administration or comparable degree may be substituted for the specialized billing experience.

*To be demonstrated during the probationary period.

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Competitive

02.12.2026 New York State Civil Service approved Non-competitive title in the NY HELPS Program.