

# Systemel Job Description



**Job Title:** Service Contract Meter Collection Assistant

**Department:** Service Contract Department

**Reports to:** Service Contract Manager

**FLSA Status:** Non-Exempt/Full-Time, Monday-Friday 8am-5pm

**Summary:**

Provide support to the Service Contract Manager, Service Contract Supervisor and Billing Supervisor

**Essential Duties and Responsibilities:**

- Obtain meters needed from Ricoh, Konica Minolta, Lexmark and HP copiers and printers for the invoicing of service contracts per the missing meters report
- Contact customers via phone or email to obtain meters
- Update customer account information as needed with current meter contact information
- Enter meter data collected into the system to ensure an accurate and timely billing
- Processing daily emails from the meters email portal
- Update failed fax and email requests by contacting customer location to obtain correct information daily
- Processing of reports from DCA's for meter imports into billing software
- Scan documents into the electronic filing database
- Assist with any projects requiring data entry into excel spreadsheets
- Back up for corporate receptionist
- Process daily outgoing mail
- Assist in special projects as assigned by management.
- Maintain a Positive attitude & encouraging demeanor with all employees in the department & company.

**Qualifications:**

High school diploma or GED. Good clerical skills to include: typing speed of 40 wpm; computer experience (Microsoft Excel and Word) required; strong people skills; customer service experience; professional telephone communication and be multi-task oriented. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.