Job Description

Job Title: Meter Billing Administrator
Company: Capital Document Solutions Limited
Location: Edinburgh HQ
Position: Full time, permanent
Reporting to: Meter Billing Supervisor

Purpose of the role
This is an ideal role for a team player with a great work ethic, who enjoys the detail of an administration inputting role and who has a naturally helpful, client focused disposition.

Due to the number of networked copier/ printer devices we have installed in customers premises throughout Scotland, we require an administrator with fast and accurate inputting skills and an excellent telephone manner to take meter readings from customers and software reports and input the readings into our meter billing system. As part of a team of 4, you will also provide up to date information to our customers, sales teams and managers upon request.

Your main role

- Assist with the accurate and timely processing of all meter billing invoices and credits
- Maintain the meter billing computer system and database information
- Create customer meter billing invoicing and maintain accuracy by ensuring estimated readings are kept to a minimum where possible
- Handle meter billing enquiries
- Provide reception cover from time to time (smart appearance essential)

Main personal skills and attributes

- Ability to work accurately in a busy, demanding environment, while adhering to tight deadlines
- Organised individual with attention to detail
- Excellent communications with both external and internal customers
- Good IT and Microsoft Excel skills
- Cheerful, positive, calm and helpful attitude
- Able to demonstrate a good work ethic

Key Duties

❖ Monthly billing of meter revenue, including consolidated billing
❖ Inputting readings from various software reports
- Raising customer credits
- Daily invoicing report running
- Monitoring and inputting price increases as per customer agreements
- Setting up of new customer accounts
- Manual invoicing where, eg: re-sites & uplifts of machines have occurred
- Customer address changes
- Updating the number of machines in field through machine returns process
- Checking of contacts & machine meter set-up
- Sending welcome packs to new customers
- Third party machine set-ups
- Chargeable machine set-ups/machine exchanges
- Meter reading requests
- Dealing with customer calls regarding readings & queries
- Reports for Sales Department
- Adhere to the Business Management System

- Any other related duties which may be requested by the Finance Manager or Meter Billing Supervisor

Benefits/ Conditions

- Main working hours: Monday to Friday 9.00am to 5.00pm
- 23 days annual holiday plus 8 public days, with an extra 2 days after 2 years' service
- Auto enrolment into the company pension scheme after 3 months
- Company pension contribution of 3%; personal pension contribution 3%
- ISO 9001 (Quality) and ISO 14001(Environment) accredited Company

The Company

Capital Document Solutions is Scotland's largest independent supplier of office equipment - and document solutions, with over 200 employees working out of Edinburgh, Glasgow, Aberdeen, Dundee, Inverness and Shetland. We provide print and document solutions tailored to specific business needs to a large customer base, with offices and premises throughout Scotland. As the major Scottish dealer for market leaders Ricoh, Konica Minolta and HP, we work closely with our customers to achieve significant reductions in their operating costs through our managed print services and at the same time, help them to reduce their carbon footprint. We are a leader in our field and also one of only 6 approved Scottish Procurement public sector suppliers. Our reputation in the industry is second to none and has been established over the years by our highly trained staff. Capital has grown significantly since being established in 1979 and acquired Highland Office Equipment in 2013.

Our vision statement is to continuously strengthen our business and to be proud of all that we are and do. The right company culture and values are very important to us and we believe that if we grow our people, we will grow our business.

Company culture – living our values

Attitude is as important as the skills that you bring to this role. We aim to grow our business through growing our people. Our vision statement is: to continuously strengthen our business and be proud of all that we are and do. To be successful in this role we expect you to demonstrate personal values that match our company values as follows:

- **Integrity** - in my dealings with colleagues, clients, suppliers, contractors, and the general public – I am trustworthy and act with transparency; I am honest and allow people to question or challenge without fear; I am professional by becoming expert in my field

- **Responsibility** – I accept personal responsibility in all business dealings and decision making; I lead by example; I am accountable and take ownership – "it's up to me"; I have a "can do " approach; I bring solutions not problems

- **Care** – I am supportive and respect colleagues and customers alike; I treat others as I would like to be treated; I pay attention to detail and take pride in my work and workplace; I aim for quality and excellence in what I do

- **Openness**– I am open to learning and taking on new processes, I am open to change and I am open to others' views; I am committed to developing and sharing knowledge and experience; I am a team player.

Please send your CV and a covering email to telling us why you are applying and what you would bring to the role to: Sarah Shewan, HR Adviser, sshewan@capital-solutions.co.uk