Commonwealth Utilities Corporation

Job Vacancy Announcement

JVA No. 27-001

Opening Date: Monday, October 5, 2026
Closing Date: Monday, October 19, 2026

POSITION TITLE:	**Billing Assistant**
DEPARTMENT:	**CFO/Billing**
LOCATION:	**Saipan, Northern Marianas Islands, USA**
ANNUAL SALARY:	**$22,937.00 per annum, Non-Exempt**
CONTRACT:	**Not Contracted**
POSITION(S):	**One (1)**

The incumbent will be under the overall supervision of the Chief Financial Officer or his/her designee.

The Billing Assistant will assist with processing billing information, maintaining customer and billing records, verifying documentation, and responding to routine billing inquiries.

Duties:

- Receives, reviews, and verifies billing documents, invoices, statements, service reports, payment records, and other related documentation for completeness and accuracy.
- Assists with entering and processing billing, payment, account, and other financial information into applicable systems; ensures information is accurately recorded and updated.
- Assists with reviewing customer account and billing information; identifies discrepancies or missing information and refers issues to the appropriate staff for review and resolution.
- Assists with preparing billing adjustments, account corrections, payment information, and other routine financial documentation as directed.
- Provides assistance to internal and external customers regarding billing, account, payment, and service inquiries; explains routine billing procedures and refers complex issues to the appropriate personnel.
- Maintains and updates customer account records, billing files, documents, spreadsheets, logs, and tracking reports to ensure information is current and organized.
- Assists with processing purchase orders, work orders, payment documentation, and other billing-related forms in accordance with established procedures.
- Retrieves and compiles billing records, account information, and supporting documentation for audits, reconciliations, reports, and other administrative purposes.
- Assists with preparing routine reports, correspondence, account summaries, and other billing-related documents.
- Performs routine data entry, filing, scanning, copying, and other administrative functions related to billing and financial operations.
- Coordinates with departments and staff to obtain missing or corrected billing information and documentation.
- Maintains confidentiality of customer, employee, financial, and other sensitive information in accordance with established policies and procedures.
- Follows established billing, accounting, customer service, records management, and internal control procedures.
- Performs other duties of a similar nature and level as assigned.

Minimum Requirements:
Education & Experience: High School Diploma or General Education Diploma or Adult Basic Education (ABE) Program AS.

Proficiency in the applications of Microsoft software – Word, Excel, PowerPoint, and Outlook.

Knowledge of: Applicable Federal, Commonwealth and local laws, codes, regulations, and/or ordinances; Cash handling practices (based on assignment); Customer service principles; Basic filing and recordkeeping principles; Basic mathematical concepts; Basic inventory and supplies maintenance practices; Applicable equipment used in field utility services (based on assignment); Modern office technology.

Skills in: Interpreting and applying applicable laws, codes, regulations and standards; Providing customer service; Filing, organizing, and maintaining records and files; Preparing basic reports, correspondence, and documentation; Managing time and prioritizing requests; Providing attention to detail; Proofreading documents for accuracy; Identifying errors and making corrections; Reviewing and researching account information; Maintaining confidentiality of records and information; Utilizing a computer and relevant software applications; Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others to sufficiently exchange or convey information and to receive work direction.

- **Licensing:**
    - Valid Driver's License with appropriate class.

All applicants may be tested and all applicants are subject to pre-employment drug test.

How to Apply: Submit a completed CUC Employment Application, resume, and applicable supporting documents to the CUC Human Resources office located on the 3rd Floor of the Joeten Dandan Building on Saipan, Monday through Friday 7:30 am – 4:30 pm (Except Legal Holidays). Applicants on the island of Tinian and Rota may submit their documents to their respective CUC Administration office. Application, resume and supporting documents can also be e-mailed to: employment.applications@cucgov.org.