



Job Title: Operations Billing Analyst

Processes day to day operational, regulatory and billing functions. Business support for various departments by searching account information for the response to inquiries regarding invoice questions, service issues, handle and resolve complaints.

Reports to

Director of Operations
Supervisor of Operations

Location

Houston, TX

Pay Structure

Benefits after 60 days of employment
Company offers medical, dental, and vision insurance
At least two (2) weeks for vacation as well as customary holidays
Free parking and business casual dress (appropriate)
Eligible for benefits after 60 days of employment

Job Functions

- Responsible for the day to day move in, move out and priority requests as well as renewals which are received through different channels. Historical usage and rate code creation requests for rate ready and bill ready markets.
- Investigate escalated inquiries analyzes transactions, corrects records, and adjusts errors
- Identify internal process issues and propose solutions.
- Communicates with both internally as well as externally with entities in the market to ensure completion of service requests.
- Communicates with our billing services provider for issue resolution; participant in conference calls as necessary for incident tracker issues.
- Responsible for daily bill review and billing issues, inquiries or requests as well as reporting.
- Maintain relationships with internal functional departments and managers, escalates issues as appropriate to external partners in order to provide effective monitoring and escalation of incidents.
- MarkeTrak issue resolution for ERCOT.
- Create reporting via SQL

Requirement

- Knowledge in regulatory ERCOT, PJM, and ISO-NE market (CT, NH, MA, IL, PA, DC, MD)
- Must have working knowledge of electric utility operations in ERCOT, PJM, and ISO-NE market (CT, NH, MA, IL, PA, DC, MD)
- Must be experienced with consolidated, bill ready, and rate ready market types
- Must be proficient in SQL language for querying
- Must be experienced in business management reporting and record keeping
- Positive and proactive attitude with excellent communication skills.
- Ability to work and contribute as an effective team player
- Required standard English proficiency reading and writing is required
- Ability to manage projects and multi-task in a fast paced environment
- Ability to meet short-term deadlines and complete projects with minimal supervision.
- Proficient in computer business application including Microsoft Office
- Ability to work in a fast pace environment and be a team player with positive attitude and motivation
- Ability to maintain working knowledge of Market operations needed to support internal business needs.

Education /Experience

Associate's degree or a combination of related education, training, and experience.

Minimum of 3+ years' experience in deregulated electricity back office transaction management, reporting, billing and regulatory.

Confidential