



Job Title: Operations Analyst

Position Type and Expected Work Hours: This is a full-time position. Days and hours of work are Monday through Friday, 8:00 am to 5:00 pm

Classification: Non-Exempt under the Fair Labor Standards Act (FLSA)

Reports to: Director of Operations

Location: 5847 San Felipe Street, Suite 3700, Houston, Texas 77057

Compensation and Benefits

- Company provided medical, dental, vision and life insurance
- 401(K) Plan and Employee Stock Purchase Plan
- Two (2) weeks for vacation as well as customary holidays
- Free parking

Summary:

Processes day to day operational and billing functions for all customer types. Acts as support to Customer Care team by researching account information for the response to inquiries regarding invoice questions, service issues, and handling and resolution of complaints.

Essential 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, analyze transactions, correct records, and adjust errors
- Identify internal process issues and propose solutions
- Communicate both internally as well as externally with entities in the market to ensure completion of service requests
- Communicate with our billing services provider for issue resolution; participate 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, escalate issues as appropriate to external partners in order to provide effective monitoring and escalation of incidents
- MarkeTrak issue resolution for ERCOT
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Requirements:

- Knowledge in ERCOT and preferred knowledge in PJM and ISO-NE markets
 - (NH, MA, IL, PA, DC, MD, OH)
- Must have working knowledge of electric utility operations in ERCOT and preferred knowledge in PJM and ISO-NE markets
 - (NH, MA, IL, PA, DC, MD, OH)
- Must be experienced with consolidated, bill ready, dual billing and rate ready market types
- 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 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.

Preferred minimum of 3+ years' experience in deregulated electricity back-office transaction management and billing preferred.

Physical Requirements: This position requires prolonged periods of sitting or standing at a desk and working on a computer.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice