



Job Title: Operations Billing 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 from 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 and business casual dress (appropriate)
- Eligible for benefits after 60 days of employment

Summary:

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.

Job Functions

- Manage the day-to-day billing activities of a production high volume Transaction Management organization including throughput processing, exception monitoring and issue resolution consistent with an optimally functioning operations unit
- Research escalated issues, analyze transactions and adjust errors.
- Identify internal process issues and propose solutions.
- Communicate with 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; 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
- 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.

Requirement

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

Confidential

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.

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