



Job Title: Operations Analyst I (Pre-Paid)

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 and billing functions for all pre-paid customers. Acts as support to Customer Care team by researching account information for the response to inquiries regarding invoice questions and service issues; handle and resolve complaints.

Essential Job Functions:

- Responsible for the day to day move in, move out and priority requests
- Investigate escalated inquiries, analyze transactions, correct records, and adjust errors
- Identify internal process issues and propose solutions
- Communicate both internally and 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

Skills:

- Knowledge in ERCOT and preferred knowledge with pre-paid products
- Must have working knowledge of electric utility operations in ERCOT
- Must be experienced with consolidated daily billing and SMT
- Must be experienced with 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 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