



POSITION DESCRIPTION

Position Title: Billing and Energy Services Manager

Department: Billing

Approved: June 2022

FSLA Status: Exempt

Executive Summary:

The Billing and Energy Services Manager is responsible for ensuring that information related to member billing, allocating and retiring capital credits, and all related activities, are accurately processed and maintained in accordance with approved Cooperative procedures.

Knowledge:

- Ability to analyze and solve problems.
- Strong organizational skills, including ability to prioritize.
- Strong attention to detail.
- Knowledge of electric utility billing systems.
- Knowledge of meter data information.
- Ability to understand and apply electric service tariffs.
- Ability to work independently and handle stress under tight deadlines.
- Knowledge of Cooperative processes and operations.
- Knowledge of Microsoft Office Suite and other computer programs and processes.

Essential Functions:

- Directs the accurate application of the Cooperative's rate schedules in the calculation of members' bills.
- Directs the accurate administration of the Cooperative's capital credit activities including capital credit allocations, retirements, and proper treatment of unclaimed property.
- Serve as the primary point of contact for the Cooperative's billing system.

- Perform various related billing tasks, including but not limited to, rate changes, meter exchanges, service order changes, etc.
- Directs daily billing activities to ensure accurate and timely processing.
- Continuously review billing procedures and identify opportunities for improvement.
- Provide leadership by implementing the use of Meter Data Management for billing activities and developing advanced, member-focused services using meter data such as: Member Usage Anomaly Detection and Solar Revenue Estimation.
- Maintain the Cooperative's Meter Data Management system.
- Directs the Cooperative's on-time, accurate delivery of meter data, including billing data from the metering system.
- Ensure a high degree of meter data integrity through control and audit of processes and procedures used to capture, validate and estimate data.
- Responsible for ensuring the execution, validation, edits and estimation of collected meter data prior to it being used for billing.
- Take action to investigate and reconcile any meter and billing data gaps when necessary.
- Willingness to work with other departments in solving problems and researching opportunities.

The above responsibilities are a guide and are not all-inclusive for the responsibilities of the position.

Supervision/Reporting Relationships:

Reports to:	Controller
Receives Directives from:	Controller CFO/Senior Vice President of Finance & Accounting
Supervises:	Billing Personnel Sr. Equipment Operator, Sr. Accounting Clerk-Billing, Jr. Accounting Clerk-Capital Credits
Directs work of:	Sr. Equipment Operator, Sr. Accounting Clerk-Billing, Jr. Accounting Clerk-Capital Credit

- Full authority to carry out the duties and responsibilities of this position within established policies and procedures.
- Accountable to direct manager and management of the Cooperative.
- Communicates with other departments for exchange of information. Provides analysis and ad hoc reporting to other Cooperative departments.

Qualifications:

Education:

- Bachelor's Degree in Accounting, Finance, Business Administration, or a related field preferred.

Experience:

- Five (5) years' work experience.
- Experience with Advanced Meter Infrastructure, MDM, and billing systems.
- Prefer electric utility billing experience (NISC billing software)

Additional Expectations:

- Attendance at seminars, conferences, safety meetings, training, and Members' Annual Meeting as requested or assigned.
- Must be able to report/respond to work when needed.
- Perform such other activities as requested or assigned by the supervisor.

Complexity of Problems:

- Ability to analyze and interpret meter data and billing system operations.
- Ability to balance subsidiary records with general ledger.
- Ability to analyze member account activity.

Communication, Skills & Abilities:

- Enthusiastic about using data to provide strategic insights to all levels of the organization.
- Ability to promote positive relations between the Cooperative and its members.
- Ability to exercise strong judgement and authority.
- Capability to present oneself in a professional manner when communicating with the following:
 - DEC members
 - DEC employees
 - General public
 - Agency Representatives

Certificates, Licenses, Registrations:

Must possess a current, valid driver's license recognized by the State of Delaware.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Salary:

Exempt Status: This position is exempt from the overtime requirement of the Fair Labor Standards Act, as amended and requires availability for emergencies, peak workloads, attendance at meetings, etc. at all times, without additional compensation.

Salary will be in accordance with the "Wage and Salary Plan of Delaware Electric Cooperative".

Signatures:

I, _____ (Employee's Name), have read and understand the foregoing position description.

Accepted By: _____
Employee Date

Approved By: _____
Supervisor Date

Approved By: _____
Dept. Vice President Date

Accepted By: _____
Vice President – Human Resources Date

This document describes the position currently available. It is not an employment contract. Delaware Electric Cooperative reserves the right to modify job duties or job descriptions at any time.