

## Supervisor, Billing

Elexicon Energy is the fourth-largest municipally owned electricity distributor in Ontario. Our mission is to provide our customers with reliable, affordable energy services and to continuously improve to meet their needs, while ensuring the needs of our shareholders are met through sustainable growth.

As the Supervisor, Billing, the successful candidate will have expertise in all aspects of billing operational practices along with well developed technical skills – including proficiency in billing systems and system tools such as SQL.

Playing a key role within the management team includes the development and guidance of billing practices, business process and technical expertise to support the accurate and timely billing of customer accounts. Providing evaluation of billing requirements, the Supervisor will be responsible for recommendation and development of training plans, documentation and business processes needed to support ongoing operational efficiency.

Well versed in Regulatory requirements and the operation of the CIS, the Supervisor will ensure compliance with the rules and regulations prescribed by provincial and federal governments. Escalations to the Supervisor will be evaluated on a timely basis to mitigate impacts on cycle billing with clear direction provided to the billing team, as required. The Supervisor will be responsible for managing ongoing quality control reviews to proactively address any issues arising through the development of action plans– including collaboration with other Customer Experience teams.

As a key member of the Billing Management team, the Supervisor will ensure operation of the Billing group is in compliance with company policies, the collective agreement and management and will keep the Manager, Billing apprised of issues and concerns including recommendations on resolutions.

The successful candidate will display a track record that mirrors Elexicon Energy's values of safety, kinship, responsiveness, competence, and mindfulness.

This position reports to the Manager, Billing at the Ajax location and is responsible for the daily activities as follows:

### DUTIES AND RESPONSIBILITIES

- + Responsible for all matters relating to the day-to-day operation of the Billing department. This includes responsibility for CIS software, including implementation, conversions, ongoing support, and supervision of the Billing staff.

- + Oversee the support for all contract billing clients, in matters relating to the operation of the Customer information System.
- + Responsible for the overall management of software conversions as a result of utility acquisitions and mergers. This includes updating front line staff of the implications of these conversions.
- + Participate in and provide support for changes required to meet various regulatory and industry changes. This would include responsibility for the setting up of unbundled rates, changes to the bill calculation, and refinements of the bill format. It also extends to a working knowledge of the Electronic Business Transactions and their interface communication through the hub(s) to Elexicon's trading partners, along with our retail settlement software, and any other related systems, particularly as they relate to our CIS software.
- + Perform a key role in the management of billing related process as they relate to the provincial Meter Data Repository. This includes oversight of the Workforce Management system and coordination of the changes to meter read data procurement processes.
- + Possess an in-depth knowledge of complex billing processes, along with a thorough understanding of retailer transactions and issues.
- + Responsible for the evaluation, coordination, and implementation of CIS system upgrades and changes. This includes the planning for training of affected staff.
- + Support the Corporation with the implementation of any acquired or developed CIS system.
- + Perform a key role in the management of billing related process as they relate to the provincial Meter
- + Liaise with and support for clients of Elexicon's contract billing services.
- + Responsible for the efficient operation and reliability of Billing and Customer Service software. This includes liaising with the software vendor's support group to resolve deficiencies and implement enhancements in a timely and cost effective manner.
- + Co-ordinate updates to the billing and customer care software to ensure that adequate testing and training have been completed prior to implementation. This includes the responsibility for establishing appropriate testing techniques for software upgrades.
- + Make recommendations to the Manager of Billing for improvements to software, hardware, and processes being used in the Billing Department operations.
- + Review the work of the billing representatives and other related staff, ensuring that appropriate and approved controls and performance measures are being used in an efficient and effective manner.
- + Responsible for the development of billing processes and ensuring that up-to-date documentation is being used by the billing staff.
- + Participate in and lend support to system evaluations that may be undertaken from time to time.
- + Provide advice and guidance to staff on system and billing related issues. Perform analytical reviews in support of staff and management requirements.
- + Co-ordinate effort with billing and customer service software end-users to ensure that key issues are identified, understood, communicated, and resolved.
- + Responsible for development and maintenance of internal and external reporting
- + Other duties as required may be considered part of these responsibilities.

## **EDUCATION, SKILLS, AND EXPERIENCE**

### **Education and Experience:**

- + Five or more years of experience at a level which provides a comprehensive understanding of the billing and customer service issues, and allows for thorough analysis and good recommendations. Utility experience would be an asset.
- + Completion of University degree or equivalent education / work experience.

### **Key Skills and Experience:**

- + Advanced organizational, communication, analytical and supervisory skills
- + Demonstrated proficiency with software such as Office, Outlook, etc., and the ability to learn new software as required.
- + Advanced proficiency with SQL.
- + Experience with a Customer Information and Billing database, including setups, operation, and troubleshooting.

**Please note: Elexicon's Vaccination Policy requires confirmation of full vaccination status as a condition of employment.**

Interested and qualified applicants are encouraged to submit their resume to: [hr@elexiconenergy.com](mailto:hr@elexiconenergy.com) by December 27, 2021. Please quote position title that you are applying for in the subject line of your email.

Please note that accommodations can be provided upon request. Only the candidates who meet the qualifications and experience for the position will be contacted for an interview. We thank you for your interest in Elexicon Energy.