



Manager of Billing & Meter Reading Oversight

Who We Are

Do you want to join a team that values Service, Collaboration and Excellence?

Do you want to work with an organization that is lean, green and customer focused?

If yes, then check us out!

The Long Island Power Authority ("LIPA") is a not-for-profit utility with a mission to enable clean, reliable, and affordable electric service for our customers on Long Island and the Rockaways.

We are a team of motivated, engaged and exceptionally talented self-starters, willing to roll up our sleeves and do what is necessary to get the job done. If you are interested in joining this dynamic team and have a passion to learn, develop and want your experience to make an immediate impact, please apply.

What We Offer

We offer an environment of continuous development and growth. LIPA offers a thriving company culture, exceptional colleagues, and great benefits. Our benefit package includes:

- ❖ Medical insurance
- ❖ Dental and vision insurance at no cost to employee
- ❖ Paid holidays and generous leave time
- ❖ Professional development opportunities
- ❖ Educational assistance opportunities
- ❖ Multiple retirement plan options with company contribution
- ❖ Short-term and long-term disability coverage
- ❖ Flexible spending account
- ❖ Life Insurance
- ❖ 529 College Savings Program
- ❖ \$300 Wellness Reimbursement

What We Want

- ❖ Bachelor's degree in related field, and a minimum of 5 years of utility experience with substantial knowledge regarding Utility Customer Service
- ❖ Minimum of 3 years of business experience in billing and meter reading
- ❖ Proficiency in Microsoft Word, Excel, and Power Point
- ❖ Organized with ability to prioritize and manage multiple projects and meet deadlines
- ❖ Ability to establish and build on internal and external relationships
- ❖ Excellent judgment, critical thinking, and analytical skills with the ability to use logic and reason
- ❖ Ability to Communicate effectively verbally and in writing as appropriate for the needs of the audience
- ❖ Exhibits high ethical standards and commitment to tasks

LIPA's Corporate Values

Service: In all our actions, we serve our customers, community and the environment.

Collaboration: We leverage the abilities of our colleagues and stakeholders to benefit our customers.

Excellence: We build on our successes, celebrate our wins, and learn from our mistakes.

What You'll Do At LIPA

The Manager of Billing & Meter Reading Oversight actively supports fulfilling LIPA's mission of enabling clean, reliable, and affordable electric service for our customers by providing oversight of PSEG Long Island's billing of electric customers in a timely and accurate manner. The position includes oversight of meter reading, billing, and revenue management, including associated metrics, regulations, processes, and performance. The responsibilities also include assisting LIPA staff members and stakeholders with customer service items or inquiries.

The Manager of Billing and Meter Reading Oversight also:

- ❖ Oversees and monitors processes and performance of PSEG Long Island's billing, meter reading, and revenue management, consistent with Board policies, program goals and objectives, OSA metrics, and NYS policies.
- ❖ Oversees the process design and performance for the meter to cash process and associated revenue management.
- ❖ Analyzes processes to determine existing, strengths, weaknesses, product strategies, and operational and industry trends to establish and assess goals and priorities.
- ❖ Monitors and works with PSEG Long Island and LIPA staff regarding customer operations plans, processes, regulations, and tariffs, and recommends improvements for billing & metering.
- ❖ Serves as lead in assessing effectiveness of meter and bill inquiries and complaints, including interaction with DPS and decision-making process.
- ❖ Serves as the functional advocate for the strategy, design, use and roadmap to best practices in achievement of expected outcomes.
- ❖ Serves as a technical advisor for integration of AMI usage data into the billing and revenue management processes.
- ❖ Supports the development of data analytics in the billing and meter data area of PSEG Long Island.
- ❖ Assists in the development of deep data analysis of customer data to provide effective oversight of key tasks.
- ❖ Reviews and recommends performance metrics in the customer operations area to satisfy the requirements of relevant board policies.
- ❖ Ensures adherence to customer-related laws and regulations and ensures PSEG Long Island's compliance related to meter reading, billing, unauthorized use of service, and meter testing.
- ❖ Monitors interaction between DPS and PSEG Long Island, including oversight of the execution of both existing rate structure updates and validation/creation of new rate strategies.
- ❖ Serves as subject matter expert to forecast revenues and supports new rate designs and execution through the billing system to meet LIPA and NYS policies.

LIPA is an equal opportunity employer.

Applying: Interested parties should submit their cover letter and resume to Barbara Ann Dillon, Director of Human Resources and Administration, at customerexperiencejob@lipower.org

LIPA's Corporate Values

- Service:** In all our actions, we serve our customers, community and the environment.
- Collaboration:** We leverage the abilities of our colleagues and stakeholders to benefit our customers.
- Excellence:** We build on our successes, celebrate our wins, and learn from our mistakes.