



Manager of Meter to Cash Operations

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 you should check us out!

The Long Island Power Authority's ("LIPA's") purpose is to serve our customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways. As a not-for-profit utility, LIPA is a value driven organization that puts our customers first in all our actions.

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:

- ❖ Hybrid work and flexible hours
- ❖ 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 business, information technology or related field
- ❖ Minimum of 5 years of utility experience with substantial knowledge regarding Utility Customer Service
- ❖ Expertise in continuous improvements and the associated project implementations for the meter-to-cash function
- ❖ Organized with the ability to prioritize projects and tasks, meet deadlines, and manage multiple projects simultaneously
- ❖ Excellent judgment and critical thinking skills and the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- ❖ Ability to Communicate effectively verbally and in writing as appropriate for the needs of the audience
- ❖ Expertise in analysis of trending receivable, billing, and meter data

LIPA's Corporate Values

Service: Our work is service. Everything we do is for the benefit of our customers.

Collaboration: Operate as one LIPA team. Everyone is included.

Excellence: One plan, with relentless implementation. Clear performance goals.

- ❖ Exhibit high ethical standards and commitment to tasks
- ❖ Proficiency in using standard office equipment and programs such as Microsoft Word, Excel, and PowerPoint
- ❖ Strong ability to handle/resolve conflicts and problems
- ❖ Working knowledge of Home Energy Fair Practices Act and Telephone Consumer Protection Act
- ❖ Attention to detail
- ❖ Ability to establish and build on internal and external relationships

What You'll Do At LIPA

The Manager of Meter to Cash Operations is responsible for the oversight of PSEG Long Island's meter-to-cash operations. This position includes oversight of meter reading, billing, payment processing, credit extension, office and field collection activities, and low-income assistance, including associated metrics, regulations, processes, and performance. Manager of Meter to Cash Operations is responsible for assisting LIPA staff and stakeholders with meter, billing, payment, and collection-related items or inquiries. This position also plays a critical role in ensuring customer service activities are carried out in compliance with the Home Energy Fair Practices Act and other applicable laws and regulations.

Essential Job Functions include:

- Overseeing and monitoring processes and performance of PSEG Long Island's billing, meter reading, payment processing, credit extension, office and field collection activities, and low-income assistance, consistent with Board policies, program goals and objectives, OSA metrics, and NYS policies.
- Developing, monitoring, and validating performance metrics for billing, meter reading, and collection metrics, including bill estimates, cancel rebill accounts receivable greater than 90 days, Net Write-offs, Days Sales, and low-income enrollment.
- Overseeing the process design and performance for the meter to cash process from obtaining and validating meter reads (including AMI) through bill exception creation management, bill delivery, return mail, payment processing, accounts receivable collection, and write-off.
- Analyzing processes to determine existing strengths, weaknesses, product strategies, and operational and industry trends to establish and assess goals and priorities. Monitoring and working with PSEG Long Island and LIPA staff regarding customer operation plans, processes, regulations, and tariffs, and recommending improvements for billing, metering, and revenue management to drive first-quartile performance.
- Making performance improvement recommendations and reviewing the corrective action effectiveness for the respective areas to assure a high-quality, valued experience for customers.
- Serving as the lead in assessing the effectiveness and the root cause of meter, billing, and collection bill inquiries and complaints, including interacting with DPS and decision-making processes.
- Serving as the functional advocate for the strategy, design, use, and roadmap to best practices in the achievement of expected outcomes, including timelines and budget for billing, meter reading, and revenue operations.
- Serving as a technical advisor for the integration of AMI usage data into the billing and revenue management processes.
- Performing root cause analysis and supporting the development of data analytics in the billing, meter, payment, and receivable data area of PSEG Long Island.
- Supporting the Rates department in rates oversight, new rate designs, and execution through the billing system to meet LIPA and NYS policies.
- Overseeing the process design in partnership with LIPA staff for low-income programs and energy assistance.
- Serving as a representative in energy affordability and assistance programs.

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- Monitoring PSEG Long Island's compliance with the Home Energy Fair Practices Act, and other applicable laws and regulations (including TCPA.)
- Serving as a subject matter expert to forecast accounts receivable, net write-offs, and Days Sales Outstanding in partnership with the Finance team and PSEG Long Island

LIPA is an equal opportunity employer.

Salary Range: \$110,000-140,000

Applying: Interested parties should submit their cover letter and resume to Barbara Ann Dillon, Director of Human Resources and Administration, at 2023ManagerofMetertoCashOps@lipower.org

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