



Billing Administrator

Location: Solarplicity Energy Ltd., Rickmansworth, WD3 1JE

Job type: Permanent

Salary: Competitive

Company Background:

Solarplicity is one of the UK's leading renewable energy providers. We are a young and ambitious company and we are growing rapidly. Our customer base has doubled in the last 10 months. We strive for low energy bills and keeping it simple for our customers. We have serious growth ambitions set for the coming years. In 2019, we aim for a domestic customer base of 200,000 households.

A fantastic opportunity has arisen for an individual to join the Billing department. The successful candidate will have the opportunity to play a key role in the development of the department and will be instrumental in liaising with other operational departments across the business. They will be able to learn about the wider business and will be required to take ownership of core processes across the department.

Core Role:

- Assisting with completion of bill runs in accordance with the Customer Invoice Cycle Calendar, including Commercial monthly runs and domestic final billing
- Monitoring and dealing with issues appearing in GenBilling work queue as well as essential elementary Customer Service fed requests
- Checking and resolving any issues with large value statements produced within domestic billing runs, including those erroneously labelled as Commercial
- Resolution of Validations within the CRM that are restricting the billing process
- Performing analysis of the CRM to ensure the accuracy and completeness of customer bills
- Identifying potential billing related issues and track these through to resolution
- Assisting with incoming telephone and email billing queries
- Supporting the Billing Team to work Billing Validations and the unbilled report

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Billing Administrator

- Monitoring and assist with dispatch of commercial bills and power advice notes.
- Liaising with other relevant departments to resolve issues that impact customer bills i.e. Data Management & Metering, Finance, Marketing, Customer Services
- Assisting Billing Department and management with changes to systems and processes which provide direct improvements to operational efficiency and the customer experience
- Helping to update and maintain the business billing functionality
- Assisting the Billing Team and manager with ad hoc tasks as required, including absence cover
- Contributing to the continuous improvement of systems and processes.

Essential Skills:

- Excellent communication skills with a range of stakeholders.
- Ability to take responsibility for and effectively manage your own workload.
- Flexible approach with good analytical skills.
- An appetite for problem solving.
- Good knowledge of standard MS Office packages such as Excel.
- Confidence to talk to customers.

Desirable Experience:

- Experience within the Utilities Market.

We offer the opportunity to:

- Play a key role in the development of the business.
- Streamline processes and workload.
- Contribute to the development of the wider business.
- Liaise with colleagues in a range of departments across the business.

The ideal candidate will be looking to develop a career with the company and will be instrumental to developing the business' interests over the longer term. The company offers a great opportunity for individuals to develop their knowledge of the dynamic energy market.

Please email all applications to [**Helen.Remblence@Solarplicity.com**](mailto:Helen.Remblence@Solarplicity.com)

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