

## Job Description

<b>Job Title</b>	Utilities Billing Administrator	<b>Employee Name</b>	
<b>Reporting to</b>	Utilities Billing Team Leader	<b>Responsible For</b>	n/a
<b>Location</b>	Honingham Thorpe, Colton, and any other reasonable locations as required.		

### Overview of Role

Working as an integral part of our Utilities Billing team you will be supporting members and suppliers with utility related billing queries.

### Duties and Responsibilities

- Checking communications and utilities billing against Harrier, AFe and SystemsLink
- Numbering invoices and passing these for processing (data entry and/or other teams)
- Create orders
- Dealing extensively with Member/Supplier queries arising from invoice checking via the telephone
- Raising own queries and finding the right person to go to in order to resolve matters and ensure all parties are kept updated
- Dealing with Member/Supplier requests for data and bill itemisation
- Assisting with monthly post-out process
- Build rapport and work with the Energy team as required
- Ability to work outside of usual office hours as and when required. You may also be asked to represent the company outside of the office.
- Bright, pleasant and dedicated to great customer service.
- Working on other tasks as required – we're here to get the job done!
- Where appropriate for the role, proactively identify new business opportunities for AF, working towards increasing member commitment and volumes. Develop new and existing product areas.
- Adhere to company policies and procedures.
- Act in a professional and ethical way, maintaining a high degree of integrity, promoting the activities of AF at all times.
- Maintain the highest levels of confidentiality pertaining to all AF business.
- Health & Safety - maintaining a safe working environment.

### Performance Measures

KPIs are to be confirmed when in post

### Person Specification

#### Qualifications & Experience

##### Essential

- Strong IT and data presentation/analytical skills, including Microsoft Office – especially Excel.
- Confidant at communicating pleasantly and professionally with all of our stakeholders.
- Excellent attention to detail, together with a 'can-do' attitude are both essential for this busy and varied role

##### Desirable

- Accounts receivable/payable experience highly advantageous
- Experience gained within a similar role highly advantageous especially data entry

- Experience of working in a utilities or bill validation setting

**Personal Qualities**

- Drive, enthusiasm and resilience - we work in a multi-faceted and challenging environment
- Sense of ownership and pride in your performance and its impact on company's success
- Commitment to attain delivery goals and personal objectives
- Strong interpersonal skills.
- Friendly and approachable personality, expert at building rapport
- Initiative and self-confidence
- Experienced user of Microsoft Office packages, especially Excel.
- Views problems as challenges that we work together to resolve
- Patient, good at planning and methodical in your approach to work
- Pro-active in your work and always thinking 'what's next to do' and 'what can I improve?'
- Flexible and able to input additional hours
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**Values**

**Service - We will delight you in every transaction**

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

**Excellence - We strive to be outstanding in everything we do**

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

**Responsibility - We do what we say we'll do, with integrity**

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

**Value - We add value**

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

**Signed (Employee):**

**Date:**

**Signed (Manager):**

**Date:**