

## REVENUE ASSURANCE ANALYST

### **PURPOSE OF NATURE AND WORK**

Position is responsible for monitoring the business rules that govern the billing systems, investigating areas of revenue risk, creating and evaluating processes and programs to pro-actively reduce revenue loss and performing error resolution and revenue recovery.

Incumbent will have no formal supervisory responsibilities, and will work under the general direction of the Chief Analyst or the Chief Communications Engineer.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Identifies process changes/enhancements and opportunities to make revenue assurance checks more effective and efficient. Runs and analyzes reports from various software systems, including but not limited to CC&B (Customer, Care, & Billing), MDMS (Meter Data Management System), EMS (Energy Management Software), Omnia/Oasis (LUS Fiber), to identify exceptions such as usage without an active customer, active customer without usage, and communication issues causing estimation for active customers. Identifies/implements solutions for identified exceptions, and reports theft when necessary. Detects and corrects errors generated by bill segment error reports, which include but are not limited to meter reading cycles not loading in CC&B, meter readings that are too high or low in comparison to the account history, and meters not reporting. Detects and corrects misapplication of multipliers on electric meters or of promotional and service rates for LUS Fiber. Creates, in conjunction with IT support, new reports to investigate possible revenue loss areas and pro-actively educates others on how to handle errors that occur in various software systems. Creates and uses audit processes to oversee intergovernmental accounts and to ensure proper rate application for commercial and residential customers. Verifies that usage and service levels of telecommunications are in line with billing. Creates field orders for malfunctioning digital, electric, and water meters. Researches and reviews for correct customer billing information and correspondence with Codes and the local water districts for those customers who only use LUS wastewater services.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS**

Thorough knowledge of processes and procedures of billing wholesale and retail electric, water, and wastewater utilities or telecommunications.

Knowledge of electric, water, and wastewater services or telecommunications provided, including costs of these services.

Thorough knowledge of telecommunications services and billing methods or utility rate ordinance, billing methods and computer applications.

Ability to identify sources of revenue loss.

Ability to conduct load factor analyses.

Ability to identify misapplication of multipliers on electronic meters or of promotional charges and service orders for telecommunications.

Ability to work independently and conduct extensive analysis research.

Ability to identify diverse problems and review related information to develop and evaluate options and implement solutions.

Ability to establish productive working relationships with employees, managers, elected officials, consultants and general public.

Ability to communicate effectively with customers and managers as needed.

### **DESIRABLE TRAINING AND EXPERIENCE**

Bachelor's degree in Business, Finance, Business Quantitative Analysis or a related analysis field, with prior experience in utility or telecommunications revenue assurance programs; or an equivalent combination of education and experience, are desired.