

Job Description

Post Title	Department
Billing Administrator	Finance
Responsible to	
Finance Manager	
Normal Place of Work	
Jamestown	
Date	
January 2025	

Job Purpose

Working as part of the Finance team the Billing Administrator will be responsible for providing accurate Billing Information for Connect Saint Helena Ltd to ensure that all customer bills are delivered in a timely and accurate manner.

Key Tasks and Responsibilities

The role of the Billing Administrator involves working closely with other team members and being responsible for tasks which include:

- Ensuring meter readings are input into the billing/accounting system.
- Ensure data is processed and bills dispatched.
- Check exceptions reports for failed readings, queries, very low usage, and to correct sewerage charges etc.
- Send faulty report list to the network managers for action.
- Do manual & estimated Invoices as and when required.

- Utilising historical data to establish estimates of consumption where physical readings are not available.
- Reconcile customer payments accounts.
- Deal with all queries, including irate customers, regarding invoices.
- Change rate tariffs when required.
- Opening and closing of customer accounts.
- Assist with debt collection.
- Collate and liaise with the bank on new customers paying by Direct Debit.
- Make changes to customers' accounts such as new addresses, payment plans methods etc.
- To maintain customer records, including editing customer records on the system.
- Communication with customers for account issues.
- Produce accurate reports on Billing Information for Connect Saint Helena.

Core Competencies

This position requires a well organised person with the ability to work as a committed team member. The Billing Administrator is responsible proving accurate billing information to the customer and Connect Saint Helena. The Billing Administrator must be able to work under pressure, make routine decisions and to meet deadlines. Good computer skills and with the ability to communicate effectively with staff of all levels and members of the public is essential.

Dimensions

Asset Responsibilities
Computer equipment
Total staff supervision
None
Budget Responsibilities
None

Person Specification

Attribute	Level	Essential	Preferred
Previous experience In Utilities Billing			Yes
GCSEs including English & Maths/Accounts or equivalent	Grade C or above	2	5
Computer literate in Microsoft Word, Excel & Email	Strong	Yes	
Experience of Access Dimensions or similar software	2 years		Yes
Have Accounting experience	Technician Level		Yes
Experience in using Billing software			Yes
Experience in a customer focused environment	1 year		Yes

Working Conditions

The Finance & Administration team is based at Connect Saint Helena Ltd's head office, Seales Corner, Jamestown. It may be necessary on Occasions for visits to take place to other premises owned by the Company.

Job Context

The Finance & Administration team supports the operational teams in the delivery of service to customer. The core service provision relates to the generation and distribution of electricity, collection treatment and distribution of water and disposal of sewerage.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

