



## VACANCY – BILLING & COLLECTIONS OFFICER I

Applications are invited from interested and suitably qualified individuals for the position of Billing and Collections Officer I at FortisTCI, Providenciales.

### **Description**

To provide support in the accurate and efficient generation of monthly bills for FTCI and assist with the receivables collection process.

### **Main Duties**

#### **Credit Control:**

- Assist with the initiation of collection action on overdue accounts.
- Issue payment reminder notifications to customers via automated email, text and phone calls.
- Prepare disconnection and reconnection work orders for execution by Meter Technicians.
- Prepare daily disconnect/ reconnect reports for daily distribution.
- Prepare payment plans for active and historical accounts.
- Provide statistical information related to disconnections, reconnections and payments on a monthly basis.
- Prepare journal entries associated with customer accounts.

#### **Billing:**

- Assist with the preparation and execution of monthly billing procedures in a timely manner.
- Identify and report consumptions to be reviewed by the Revenue Protection Team.
- Assist with processing all meter movements in the billing system pertaining to customer installations, closure of connections and meter changes.
- Complete deposit refunds.
- Assist with resolving and responding to customer inquiries

### **Academic/Technical/Management Qualifications**

- Associate Degree in Business or related field is preferred
- Microsoft Office, particularly Excel experience & Dynamics AX
- 3-4 years' work experience in customer service relations or related field.

### **Abilities/Skills/Experience**

- Matured individual with sound educational background.
- Excellent written and oral communication skills, problem solving and analytical skills.
- Excellent team player with team building skills.
- Ability to deliver to strict deadlines and to work under pressure.
- Goal-oriented and self-motivated.
- Maintain strong ethical values.

**Salary range: \$34,728 - \$43,416. Compensation is commensurate with experience and qualifications.**

**Qualified individuals should apply to the addresses below. Only successful applicants will be contacted for an interview.**

**Deadline for submission of applications (inclusive of a cover letter, resume and a FortisTCI application form) is January 27, 2023 to:**

**Claudia Munnings**

**Director, Learning & Organizational Development**

**FortisTCI Limited**  
**P. O. Box 132, Providenciales**  
**Email address: [hrapplications@fortistci.com](mailto:hrapplications@fortistci.com)**