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Newmarket-Tay Power Distribution Ltd.

BILLING MANAGER

Job Id: BI-23-100 - HYBRID

Newmarket-Tay Power Distribution Ltd. (NT Power) delivers power with pride to almost 50,000 customers within the Town of Newmarket, Town of Midland, and Tay Township. Headquartered in Newmarket, Ontario, NT Power has an additional office in Midland, Ontario, which is approximately one hour north of Newmarket along the shores of Georgian Bay.

We are seeking a dynamic, highly motivated individual with proven experience to join our team as **Billing Manager** reporting directly to the VP of Customer Experience, based at our head office in Newmarket. This position is highly visible and requires a strong leader with the ability to prioritize, plan and direct all tasks related to the billing process.

Although the qualifications below would be nice to have, we believe our greatest asset is our employees, their ability to learn, and their cultural fit to the future direction of this organization. We strive to be an independent, industry leading LDC, committed to our customers' changing needs. If you think you would excel in a growing, high paced and independently directed position, this opportunity is ideal for you.

POSITION SUMMARY

The Billing Manager plays a key role in the development and oversight of billing practices and business processes and requires technical knowledge to support the efficient, accurate and timely billing of customer accounts. The Manager will ensure compliance with the regulations while ensuring ongoing quality control reviews to address any issues identified.

The manager in this role will be responsible for all aspects of operational billing practices and will require well developed technical skills, including proficiency in billing systems and associated system functions. Meter Data Management and Settlement processing knowledge preferred.

The Manager will ensure compliance with company policies and collective agreements.

DUTIES AND RESPONSIBILITIES

- Oversees, plans, directs, develops, and evaluates the billing process and encourages innovation and continuous improvement in pursuit of enhanced customer experience.
- Ensures the successful completion of bill cycles, producing reports and problem solving on a wide range of issues. The tasks will include the validation of data, documenting processes, implementing best practices, and performing qualitative analysis.
- A self-starter, feeling comfortable working in a cross-functional environment, demonstrating an open-mind and a critical eye for detail.



- Able to prioritize tasks and manage time and competing priorities to meet / exceed expectations for service delivery within areas of accountability.
- Must have superior communication skills producing presentations and reports for multiple audiences at various levels of the organization, explaining difficult concepts to non-technical users.

QUALIFICATIONS

- Bachelor's degree or College diploma in an Accounting, Finance, Business Administration, or related field.
- A Minimum of 5 years of related experience
- A flexible approach and willingness to adapt to rapidly changing priorities and operates effectively in a fluid, fast paced environment.
- Experienced with hands-on technical and functional expertise managing data
- Must have a strong work ethic, excellent communication skills, demonstrating a high degree of credibility, integrity, confidentiality, and tact.
- Proficiency in using tools and associated systems within the billing department is an asset.
- Proficiency with Microsoft Office applications, especially Microsoft Excel.
- A demonstrated commitment to safety, and high ethical and quality standards

APPLICATION INFORMATION

If you are interested in this position and meet the qualifications, please submit your resume by visiting our Careers page at <https://ntpower.ca/careers>. We appreciate the interest of all candidates, however, only those selected for an interview will be contacted.

Candidates are required to disclose NT Power employees who are immediate family members at the time of the interview.

The successful candidate will be required to obtain a criminal verification screening as a condition of employment.

APPLICATION DEADLINE FOR THIS POSITION IS FEBRUARY 7, 2023, BY 4 P.M.

We appreciate the interest of all candidates, however, only those selected for an interview will be contacted.

Candidates are required to disclose NTP employees who are immediate family members prior to the interview.

Successful candidates will be required to obtain a criminal verification screening as a condition of employment.

Newmarket-Tay Power Distribution Ltd. is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our LDC community. Accommodation will be provided in all parts of the hiring process. Applicants need to make their requirements known in advance when applying through <https://ntpower.ca/careers>.

