

POSITION DESCRIPTION

POSITION:	DATA COMPLIANCE ANALYST
TEAM:	Operations
EMPLOYMENT:	Fixed Term
LOCATION:	Wellington

OBJECTIVES OF THE POSITION

The purpose of this position is to uphold the integrity of data held by Flick to ensure billing and market reconciliation is timely and accurate.

This will be achieved by:

- Monitoring data completeness, compliance and system processes
- Proactively working with metering providers to obtain missing information and resolve meter issues preventing the obtainment of actual consumption data
- Monitoring, investigating and resolving meter compliance issues and taking necessary actions to meet audit requirements
- Ensure that customer data issues are resolved in accordance with Electricity Authority guidelines
- Monitoring the estimation process and identifying and escalating potential issues
- Assisting with data requirements and estimation for the smart meter upgrade programme
- Collaborate with internal and external stakeholders to solve problems and improve business process
- Contributing to the performance of the team by assisting in other areas as required, including identifying opportunities for improvement of systems and /or processes, and suggesting strategies to team leaders to minimise risks

Flick Energy's policies (e.g. Code of Conduct, Health, Safety and Environment) further explain the expectations we have of our employees and their responsibilities.

RELATIONSHIPS

Accountable to:	➤ Head of Retail Operations
Functional Relationships:	➤ Flick Energy Staff
External Relationships:	➤ Service providers, network companies, metering companies and customer data queries.

POSITION REQUIREMENTS

This position will require a broad set of skills and experience. Flick will seek and recruit talent that have the following key attributes and behavioural competencies:

- Great at collaborating
- Knowledge and understanding of administrative systems and procedures
- Ability to manage and analyse large amounts of information and data
- Advanced user of MS Excel
- Meticulous and detail conscious
- Investigative and problem-solving skills
- Integrity and high personal and professional standards
- Ability to work in a changing and fast paced environment
- Able to work under pressure and complete tasks/meet deadlines