

# G-48564 Revenue Cycle Mgmt Assoc 2

**Description:**

**Pay Rate:**

**Location: Syracuse**

**Supervisor: Kelly Nelson**

**Unposting Date: 11/15/2023**

**About the Position:**

Under general supervision, perform administrative and complex revenue cycle management duties. Performs a full range of assignments consisting of related steps, processes or methods; Exercises initiative and judgment in resolving non-recurring work; requires knowledge of the end to end RCM processes. Ability to utilize complex decision making, financial calculations and understand technical & legal concepts. These employees share knowledge and provide one to one job training opportunities for other employees to develop their skills. In addition, perform work including, but not limited to, the following:

Same as RCM1 with particular focus on more complex and higher revenue transactions such as:

- Complex back billing activities related to stopped meters, mixed meters, long term errors and other irregular conditions including any interest calculations
- System specialized billing exceptions for demand, smart meters, DG/Net Metering and time of use rate customers
- Balance General Ledger (G/L) activities and daily cash between customer systems and ERP system.
- DSS Referred exceptions, DSS Payment Investigations, HEAP/Voucher Final & Active Reports
- Process UTX - files, clear exceptions and balance against the general ledger
- Process write-offs and collection investigation orders
- Process Non-Utility payments, write-offs, overpayment, lockbox, refunds, journals and investigations
- Review and coordinate the selection of field collection work for CRIS, MA Elec/Gas Warrant and Replevin Inbound Calls
- Perform outbound Commercial & Industrial collection calls on accounts with balances between \$5,000 & \$10,000
- Work with attorneys, outside counsel and state agencies
- Support administration of government services website including performing troubleshooting and testing
- Share knowledge and provide one to one job shadowing opportunities for other employees to develop their skills.

**Job Qualifications:**

**SKILLS:**

- Excellent written and oral communication skills with external customers, vendors, outside agencies, regulators, lawyers and other employees
- Sound knowledge of internal customer, financial and operational systems.
- Excellent math and financial analysis skills
- Ability to problem solve and reconcile complex financial transactions.
- Ability to create and update excel or system files/reports utilizing formulas and summative data

**Qualifications:**

- 1 year at RCM 1, Step 4 Level  
AND
- Must Pass a Proficiency Checklist that is Work Group Specific (complex decision making, customer service skills, financial calculations, technical, legal and Work Group specific concepts)

**Only bids received on or before the above close date will be given consideration. Email bids to [RecruitingNY@nationalgrid.com](mailto:RecruitingNY@nationalgrid.com) or fax bids to (315)401-7890.**

**Bidders seeking to be considered for posted positions have the responsibility to fully set forth their qualifications on the job vacancy bid form. Candidates will be considered based on their seniority and the information provided on, or attached to, the bid form. Candidates who choose to submit incomplete forms may be deemed unqualified or ineligible for the posted position.**