

# G-68886(3) Revenue Cycle Mgmt Assoc 1B

## **Description:**

**Pay Rate:**

**Location:** Syracuse

**Supervisor:** Renee Rifenburg

**Unposting Date:** 09-03-2025

## **About the Position:**

Under general supervision, perform administrative and advanced revenue cycle management duties. Perform a full range of assignments consisting of related steps, processes or methods. Exercise initiative in completing recurring work while using judgment and procedures. Requires knowledge of the end-to-end Meter to Cash (M2C) processes and perform work including, but not limited to, the following:

## **Duties & Responsibilities:**

- Open, deliver, route, scan, log and process incoming correspondence (faxes, mail, emails, return mail/email)
- Process and track Automated Clearing House (ACH) notification, return items, online lockbox decision tools, return checks, field collector payments, return and fee reports
- Basic account updates, field orders and outbound calls based on account parameters (Service application Management, payment agreements, applications, medical emergency cut-ins, connects/disconnects, protections, account riders, meter reads, leave on for landlord, payments, long term estimates, report lists, contacts, program enrollment, borderline billing, non-qualifying letters and Unable To Complete)
- Perform out outbound C&I collections calls on accounts with balances <\$5,000 (excluding high risk or managed accounts) and outside collection agency work
- Research, reconcile and resolve customer, agency, internal clients/billing owners/partners, banks inquires including account research, billing and adjustments (customer and billing owner inquiries, payments in suspense, payment investigations, crediting fees, removing cash only status, transferring payment amounts, duplicate bills, prepare documentation statements/correspondence, transferring balances, customer refunds, collection agency reports, discharges, suspends, DSS, government services website, claims backup, DSS agencies, bank, billing, collection vendors, internal billing owners, life support, cross system inquiries and energy suppliers)
- Investigate and process billing, service order, collections, payment and audit/control related systems exceptions for timely and accurate revenue recognition
- Process financial account transactions to ensure accurate account billing, balances, revenue and General Ledger (G/L) accuracy (bankruptcy, disputes, sales tax, debit/credit adjustments, deposit maintenance, suspends, vouchers, G/L activities, final bill disputes, customer directed payments, collection agency manual payments, bank issued, HEAP and cross system payments)
- Perform and coordinate revenue loss mitigation activities such as pole cuts, field collections, gas safety compliance, consumption on inactive accounts, stopped meter, theft and other loss activities
- Communicate with external customers, business partners, vendors and other employees
- NOTE: Exceptions in RCM are commonly referred to as "WFM", "Queues"

**Skills:**

- Excellent communication skills with external customers, vendors and other employees
- Sound knowledge of internal customer, financial and operational systems.
- Advanced use of computer software (Email, MS Office Suite) and office technologies
- Solid math skills
- Ability to investigate, review and reconcile financial transactions.
- Ability to create and update excel or system files/reports

**Qualifications:**

- High School Diploma or GED required (Associate Degree preferred)
- Satisfactory completion of validated skills testing, as determined by the Company (CAT Test)
- 1-3 years of Customer Service or Financial Business Experience in an office setting
- Demonstrated experience of common business applications such as Microsoft Office (MS Word, MS Excel, MS Outlook)
- Must possess excellent interpersonal verbal and written communication skills.

Many of the terms and conditions of employment for this position are defined by the current L97 and/or L97C collective bargaining agreements (CBA's). Employees awarded positions are subject to and bound by the terms of these CBA's as well as other agreements (MOA's, MOU's, ... ) between the Company and Union. If you have any questions please contact a L97, L97C Union Steward.

**L97C bidding procedure:**

All employees who are covered by the terms of the L97C CBA (Gold Book) are required, starting May 5, 2024, to submit job bids on or before the above close date **electronically through the Sodales job bidding system**. Employees must submit bids through Sodales for both Gold and Blue Book positions. The Company will not be accepting bids from L97C represented employees via email, fax or paper going forward. Information on accessing and using Sodales can be found on Gridhome, as well as this link sending you directly to Sodales.

Candidates will be considered based on their seniority and the information provided on your application. Candidates who choose to submit incomplete applications may be deemed unqualified or ineligible for the posted position.

**L97 bidding procedure:**

All employees who are covered by the terms of the L97 CBA (Blue Book) are required, to submit bids on or before the above close date electronically through Sodales job bidding system (**highly recommended**), emailing bids to [RecruitingNY@nationalgrid.com](mailto:RecruitingNY@nationalgrid.com) or fax bids to (315)401-7890.

Bidders seeking to be considered have the responsibility to fully set forth your 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.