

G-69973(5) Revenue Cycle Mgmt Assoc 2

Description:

Pay Rate:

Location: Syracuse

Supervisor: Kelly Jones

Unposting Date: 09-23-2025

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.

Duties & Responsibilities:

Perform work including, but not limited to, the following:

- All RCM1 with particular focus on more complex and higher revenue transactions such as those listed below
- 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

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:

- 6 months at RCM 1B and;
- Passing score on Proficiency Checklist that is Work Group Specific (complex decision making, customer service skills, financial calculations, technical, legal and Work Group specific concepts)

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 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.