

The Hometown Hub Job Title: Senior Billing Operations & Exception Specialist

Department: Utility Billing Operations

Job Summary

The Senior Billing Operations & Exception Specialist is a senior-level utility billing professional responsible for executing, analyzing, and resolving complex billing exceptions within a live municipal utility environment. This role operates within the meter-to-cash lifecycle and ensures billing accuracy, regulatory compliance, and operational stability across CIS platforms. For this posting, experience with Banner CIS is required.

The position supports production billing, exception management, training reinforcement, audit readiness, and continuous operational improvement. This is not a clerical billing role. It requires analytical capability, strong math skills, policy fluency, and system-level functional expertise.

Key Responsibilities

Billing Operations Execution

- Execute end-to-end billing cycle activities within CIS environments
- Review, analyze, and resolve billing exceptions including service order, meter reading, and calculation errors
- Support winter sewer averaging, AMI-driven billing, wholesale accounts, and interdepartmental billing
- Validate bill calculations, rate application, adjustments, and corrections
- Ensure production billing adheres to established workflows, controls, and regulatory requirements

Exception Management & Analysis

- Identify root causes of recurring billing exceptions
- Prioritize exception queues based on aging, revenue impact, and operational risk
- Perform detailed account research and data analysis
- Document resolution methodology to ensure repeatability and knowledge transfer
- Partner with IT and system administrators to escalate systemic defects

System & Functional Support

- Provide subject matter expertise in Banner Utility Billing, Oracle Utilities CC&B, C2M, and MDM

- Support configuration validation, conversion testing, and billing validation activities
- Participate in defect analysis and production stabilization
- Translate regulatory and policy requirements into system-aligned execution steps

Training & Operational Stabilization

- Contribute to billing training materials and procedural documentation
- Reinforce approved workflows and control adherence post-training
- Support new staff onboarding and operational knowledge transfer
- Assist in development of job aids and standard operating procedures

Customer & Regulatory Support

- Support resolution of escalated customer billing inquiries
- Ensure ordinance and tariff compliance in billing adjustments
- Assist with research and data analysis required for audits and regulatory reporting

Qualifications:

- 5+ years of municipal utility billing experience
- Production-level experience with Banner Utility Billing required
- Experience with Oracle Utilities CC&B, C2M, or MDM strongly preferred
- Deep understanding of meter-to-cash lifecycle
- Demonstrated experience resolving complex billing exceptions
- Strong analytical and root cause analysis skills
- Experience working within regulated utility environments
- Ability to interpret ordinances, tariffs, and regulatory requirements