

Position Description

Position title:	Revenue Assurance Specialist
Reports to:	Revenue Assurance Team Leader
Business unit:	Corporate Services Group
Employment category:	Contract (Employment Agreement) or Administrative Grade 3

About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.9 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that's more than 120,000 kilometres of wires and 850,000 poles.

But we do so much more than manage poles and wires. We're also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it.

About the Corporate Services Group you'll be part of

The Corporate Services Group plays a vital role for the business by managing essential services such as property, procurement, revenue management, payroll and security. With a focus on excellence, integrity, collaboration, and innovation, we are dedicated to delivering exceptional support that enables the company to thrive and grow.

The Corporate Services Group support the operational efficiency and safety of our business. The team manage essential assets and services critical to running of the business. From overseeing property and procurement to managing revenue, payroll, and the security of our people, places and assets. They ensure that these elements are well-maintained and optimised to deliver value for all.

Our core values



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

Purpose of the position

Support the day-to-day delivery of network billing and tariff management to maximise monthly billable revenue and support strong cashflow outcomes through accurate, timely and compliant billing. Manage billing exceptions and tariff issues, resolve billing blockers, and maintain effective controls aligned to Delegations of Authority (DOA) and Segregation of Duties (SOD) requirements. Partner with internal and external stakeholders to support billing and tariff outcomes that meet customer commitments, B2B specifications and National Electricity Market (NEM) rules, escalating material risks and issues to the Revenue Assurance Team Leader.

Your key responsibilities

Network Billing

- Support end-to-end monthly network billing readiness and execution activities, completing allocated tasks to help ensure maximum billable revenue is invoiced each cycle.
- Perform reconciliations and exception management to maintain billing accuracy and quality, ensuring work is completed in line with internal controls, DOA and SOD.
- Triage and resolve billing blockers (data defects, system exceptions, market transaction failures), working with relevant teams and escalating where timelines or material revenue are at risk.
- Prepare and process billing adjustments and support responses to retailer disputes and customer/retailer queries, ensuring evidence is documented and outcomes are delivered within required timeframes and in line with NEM rules and contracts.
- Maintain operational dashboards and reporting in line with business and compliance requirements, identifying trends and exceptions for review with the Team Leader.
- Support implementation of market, system and tariff changes impacting billing, including operational readiness activities, work instructions, assurance testing and controlled cutover tasks.

Tariff Management

- Maintain customer tariff allocations, ensuring assignments and effective dates are accurate to support compliant billing.
- Validate tariff configuration and billing construct set-up (charging parameters, structures and business rules) to ensure tariffs bill as intended and align to B2B specifications and NEM rules.
- Perform regular checks and targeted reconciliations of tariff allocations against customer attributes and metering/configuration data, investigating anomalies and applying corrections.
- Action tariff-related changes (new/changed tariffs, customer moves, reclassifications), ensuring requests are complete, impacts are understood, and updates are implemented accurately and on time.
- Investigate and resolve tariff/rating defects impacting billing, partnering with IT, metering and market operations; escalate systemic issues and recurring defects to the Revenue Assurance Team Leader.
- Maintain accurate records and supporting evidence for tariff changes and configurations, assisting audit requests and demonstrating compliance with pricing and market obligations.

Stakeholder Engagement

- Build and maintain effective working relationships across Revenue Management, Finance, IT, Metering, Market Operations and Customer teams to deliver accurate, timely billing and optimise cashflow.

- Contribute to agreed communication and reporting rhythms (such as billing completion, unbilled reasons, revenue at risk, dispute ageing, tariff and defect status) by providing accurate updates and insights to support timely decision-making.
- Partner with stakeholders to ensure billing and tariff outcomes align to internal controls (DOA/SOD), customer/contract requirements, B2B specifications and NEM rules; raise and resolve compliance risks early.
- Support cross-functional triage of billing and tariff incidents, helping to clarify priorities, owners and timeframes; escalate material revenue, customer or compliance impacts to the Revenue Assurance Team Leader with clear evidence and options.
- Manage operational engagement with external counterparts (e.g., retailers) on billing, adjustments and tariff queries, ensuring communications are consistent, evidence-based and within required timeframes.
- Communicate proactively and clearly with stakeholders on impacts, decisions and required actions, tailoring messaging to the audience and ensuring follow-through on agreed outcomes.

Continuous Improvement and Team Support

- Manage personal workload and priorities, providing visibility of progress, risks and blockers to the Team Leader.
- Contribute to a high-performing, collaborative team culture through ownership, accountability and strong stakeholder relationships.
- Share knowledge and provide peer support (as appropriate) to help uplift team capability and consistency of billing and tariff outcomes.
- Identify improvement opportunities in billing, tariff and assurance processes, and contribute to procedure updates, testing and change adoption.
- Act as an escalation point for assigned operational issues within your scope, ensuring timely resolution and escalating material risks.

What you'll bring to the business

Education / Qualifications:

Tertiary qualification in Commerce, Finance, Accounting, Business or a related discipline (or equivalent relevant experience).

Knowledge:

- Strong understanding of end-to-end billing processes and controls, including reconciliation, exception management and revenue assurance principles.
- Highly developed analytical capability to interpret large data sets, identify drivers of unbilled revenue/revenue leakage, and translate insights into actions that improve cashflow outcomes.
- Demonstrated knowledge of regulatory and compliance obligations impacting billing and tariffs, including relevant NEM rules, B2B specifications, network pricing requirements and audit expectations.
- Working knowledge of tariff allocation and configuration concepts (including effective dating, structures and charging parameters) and how upstream data/market transactions impact downstream billing outcomes.

Experience:

- Experience in revenue assurance, billing operations and/or tariff management within a complex regulated environment (preferably energy/utility B2B).

- Demonstrated experience working in a billing/revenue assurance environment, including managing exceptions, reconciling outcomes, and coordinating with stakeholders to resolve issues within agreed timeframes.

The skills and competencies you'll have

'Thought' competencies

1. Financial/commercial acumen: Applying financial thinking, commercial rigour and discipline to all business decisions and customer relationships to identify ways of maximising and protecting our business value
2. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate
3. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders

'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals
3. Ensures accountability: Holding self and others accountable to meet commitments

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
3. Builds effective teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals

'Self' competencies

1. Demonstrates self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
2. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations
3. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear

Other relevant information

- A pre-employment medical / physical assessment may be required
- Travel to other work locations / sites may be required
- Direct reports - nil