

# Operations Analyst

## Primary Focus:

Reporting directly to the Operations Manager, this position is responsible for providing administrative support and direction to operating groups and contributing toward Brilliant Energy's success by meeting business objectives, improving the performance of the operations, ensuring customer satisfaction and continuous improvement of operating practices and procedures to reduce risk and increase operational effectiveness.

## Accountabilities:

- Coordination and interaction with multiple departments. Providing support and Subject Matter Expertise to internal and external clients. Help in enabling visibility of operations processes and functions and to accomplish maximum operational effectiveness and customer satisfaction in a Retail Electric Provider Environment.
- Evaluating and implementing improvements to existing processes and procedures to increase the effectiveness, efficiency and quality of the work group.
- Performing of regular reconciliation of data and processes to decrease risks and improve data integrity.
- Understanding of the Public Utility Commission rules and regulations and the impact they have on operational processes and/or effectiveness.

## Qualifications

### Skills and Qualifications:

- Experience with Retail Electric Provider billing systems, customer enrollment, EDI transactions and MarkeTrak.
- Experience writing business requirement documents.
- Minimum 1 year experience in an Operational environment, Process Improvement, or other roles that focus on development and implementation of controls and procedures.
- Experience with controls, reporting and administrative functions are required.
- Highly developed interpersonal skills with excellent written and oral communications skills.
- Ability to manage and adapt in an extremely busy and frequently changing environment.
- Ability to work effectively under pressure and within time constraints.
- Flexibility to work some evenings, if needed.
- Dedicated and conscientious with coworkers and the ability to manage multiple tasks.
- Ability to integrate industry guidelines and best practices to ensure accuracy and integrity of the beginning-to-end revenue streams in the current operating markets and new markets that are entered into by the organization.
- Deep understanding of the fact that customers are our number one priority and that everything we do is geared towards assuring impeccable customer service.

Qualified individuals are encouraged to apply. Please send resume in word format via e-mail to [customerservice@brilliantenergyllc.com](mailto:customerservice@brilliantenergyllc.com) or fax to 713-789-8806. Please include your salary requirements in the body of your e-mail or fax.