



Title: Manager, Revenue Protection

Location: Burnaby, BC

Job Summary:

Reporting to the Manager, Customer Experience – Billing Services, this leadership position in Customer Service is responsible for ensuring the complete billing of appropriate revenues by identifying and applying corrective action to revenue loss issues including theft, billing issues and other possible sources, supporting an environment of excellence with customer experience. As part of the Billing Services team within Customer Service, this position may also provide support and leadership to other billing and collections analysis or processes as required, including providing support to the Joint Use Administration process.

The development of successful working relationships, exemplary people management and coaching skills, contract management skills and an eye for progressive and innovative approaches to processes as well as challenging and complex situations are critical to success in this role.

The Customer Service environment is fast paced, dynamic and ever changing and the Revenue Protection Manager is able to adapt to changing circumstances while continuing to provide and implement meaningful recommendations and decisions, thereby fostering a collaborative and supportive culture focused on delivering excellence.

Further, the Revenue Protection Manager collaborates with leaders throughout Customer Service, as well as the Company, to provide a customer experience that demonstrates our collective values of being safe, collaborative, respectful, progressive and customer centric

Key Accountabilities:

Provide direction, day to day management and development of direct reports, including:

- Participating in selecting, orientating and training new employees
- Providing coaching to support performance, quality of work, and ongoing training and development of staff
- Overseeing responses to requests by field investigators and/or law enforcement agencies on consumption and customer information in a timely, confidential manner
- Ensuring investigative and supporting technical resources are scheduled, and proper procedures are followed.

Interpret and ensure compliance by investigators with the Personal Information Protection Act and FortisBC's gas/electric tariff in regards to the investigation and invoicing of energy theft. Remain abreast of new case law, Health Canada Regulations, the Safety Standards Act and other applicable legislation as they pertain to energy theft investigations.

Provide oversight of the revenue controls in place to ensure compliance and / or improvements to the controls where needed.

Identify areas of possible revenue leakage for remediation and process improvement opportunities.

Develop and extract custom reports from the Advanced Metering Infrastructure, the Meter Data Management System and other available sources to:

- Use theft indicators to identify potential theft sites for further investigation by field investigators
- Create, evaluate, and modify reports to ensure productivity and efficiency
- Conduct additional research in other databases to support the identification of possible theft locations and report on findings to senior management
- Execute feeder energy balancing effort to identify opportunities and investigation focus
- Lead the continued investigation of data analytics solutions, such as voltage data analytics, to enable theft detection and network topology corrections to support Revenue Protection efforts.

Establish and maintain effective relationships with internal and external stakeholders, customers, and law enforcement agencies. Evaluate related business processes in other departments that impact revenue for efficacy and potential improvements.

Collaborate with stakeholders in the sharing of pertinent information including but not limited to regulatory, communications, legal, engineering, operations, and applicable law enforcement agencies. Represent FortisBC in court through attendance in criminal trials, and provide testimony on consumption records provided to law enforcement in accordance with established procedures and practices.

Prepare and maintain annual budget, performance metrics and ensure costs associated with revenue assurance are maintained within budget.

Act as an advocate for innovation and continuous improvement; represent the interests of Customer Service and Revenue Protection in the development and implementations of continuous improvement and innovation activities and opportunities.

Maintain a safe and healthy workplace for staff in order to meet health, safety and emergency requirements. Maintain adherence to safe work procedures and practices including Site Safe Work Planning; provide safety information and supplies, including the use of personal protective equipment. Participate in incident investigations.

Education and Experience:

Bachelor's degree in a related discipline from a recognized program or a Professional equivalent, plus 4 to 7 years relevant work experience (data analysis, customer service, regulatory), or an equivalent combination of education, training and experience. Valid BC Driver's License is required

Technical Competencies:

- Working knowledge of basic accounting and/or bookkeeping procedures
- Demonstrated ability to exercise judgement, tact and discretion in preparing, disclosing, and handling information of a confidential and/or sensitive nature
- Demonstrated ability to work independently and provide leadership to field staff
- Demonstrated audit, attention to detail, and analytical skills
- Demonstrated ability to develop and maintain effective working relationships
- Demonstrated ability to communicate effectively both verbally and in writing, with all levels of internal and external contacts in a professional, clear and courteous manner
- Demonstrated ability to organize, prioritize, and complete assignments in a manner that optimizes departmental effectiveness
- Excellent interpersonal skills
- Strong word processing and computer skills in word processing, excel, and presentation software
- Knowledge of PIPA, Gas/Electric Tariffs
- Strong customer focus skills

Leadership Competencies:

Ability to **drive for results** through planning, alignment, execution, and customer experience/responsiveness

Ability to **make optimal decisions** through accountability, judgement, problem solving, prudent risk taking, market/industry awareness, and maintaining customer focus

Ability to **drive and implement prudent change** through continuous improvement, challenge the status quo/innovation, flexibility/adaptability and customer value – innovative customer solutions

Ability to **build working relationships** through respect & integrity, open communication, teamwork, negotiation/influence and customer relationship management

Ability to **lead high performance** through leading by example & initiative, continuous learning & coaching, measuring, rewarding & recognizing, customer service