



This is Downstream Energy



We are part of the family-owned Todd Corporation, one of New Zealand's largest and most successful companies.



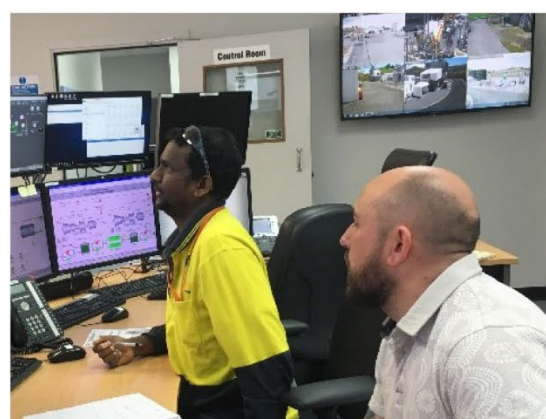
With a family and business history dating back to 1884, the Company has interests in hydrocarbon exploration and production, electricity generation, energy retailing, property development, minerals, healthcare and technology.



The Downstream Division of Todd Corporation consists of four businesses; Nova Energy, megaTEL & Wise Prepay, Sunergise and Todd Generation.



We have office locations in Auckland, Wellington, Tauranga, Whakatane, New Plymouth and Christchurch. We generate electricity, install commercial solar systems, provide natural gas, broadband and phone services.



Our Values

At Downstream Energy, we strive to be one of New Zealand's most successful companies. Our core values are part of every aspect of the business and provide a foundation for our behaviour, attitude and decision making. We strive to embody these values everyday to define our culture and achieve our goals.

We Care

We care about each other, the job we do, and our customer.

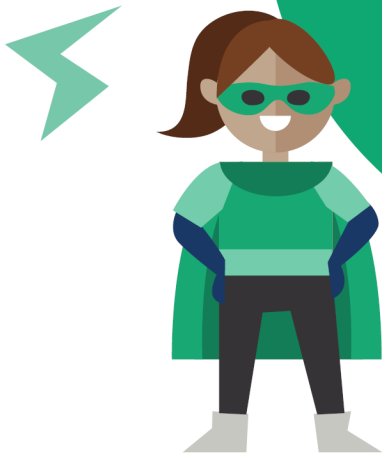


We Cheer

We encourage each other and celebrate a job well-done.



**Downstream
Energy**



We Dare

We put our hand up, get involved and make things happen.



We Share

We work together and share knowledge to achieve great things.

Our Operating Principles

As Todd Group employees, we will respect the achievements and values of the Todd Family by conducting our business activities in line with these Operating Principles:



VALUE OUR
PEOPLE



CARE FOR THE
ENVIRONMENT AND
COMMUNITY



MAINTAIN HIGH
STANDARDS OF
CONDUCT



CREATE VALUE



Billing Coordinator

YOUR IMPACT:

To provide first level billing support to all Nova Energy customers.

REPORTS TO:

Billing Services Manager

YOUR PRIMARY RESPONSIBILITIES INCLUDE:

Customer Service	<ul style="list-style-type: none">▪ Customer enquiries for specialist services▪ Be available to receive customer enquiries when escalated from Call Centre and/or Billing Services Manager▪ Recording all customer queries into Orion, accurately.▪ Responding to customer enquires received via all forms of media (email, written, fax, phone etc) within agreed timeframes.▪ Ensure that customer(s) are always provided with high quality, accurate information and that their expectations are either met or exceeded.▪ Provide support/assistance to all project related work when requested▪ Engage and provide on-going idea's for process improvement (service quality)▪ Identifying customer needs (internal/external) and solving issues promptly and professionally with a solutions based approach
Billing	<ul style="list-style-type: none">▪ Complete all billing tasks on a daily basis (ensuring all critical billing functions, reports, corrections, amendments, customer calls etc) within agreed timeframes▪ All/any billing corrections (reversals, re-bills, pricing changes etc) are completed within agreed timeframes with accuracy▪ Meter Reads – coordination and processing of meter readings and associated files. Analyse quality of received data.▪ Take steps to ensure “actual” meter read(s) are obtained where possible and a pro-active solutions based approach is used to obtain this where applicable▪ Perform data validations for correctness of meters reads, investigate possible meter reading and price plan errors▪ Establish the reason for meter read exceptions, and determine if these can be resolved and reduced▪ Liaise with bill printing service provider▪ Ensure quality of printed invoices, including accuracy of content▪ Review and approval of bill printing runs▪ All tasks should be performed in accordance with company process and procedures

Other Duties	<ul style="list-style-type: none">▪ Cover for Billing Services Manager in absence.▪ Other duties as directed including special projects when required.
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QUALIFICATION: MINIMUM REQUIREMENTS

- Experience in a Customer service or billing role
- Proficiency with MS Office (Excel and Word)
- Working knowledge of billing and accounts receivable processes desirable