

COMMODITY ANALYST – Retail Account Operations

PRIMARY PURPOSE:

This position is responsible and accountable for managing customer enrollment and termination transactions with utilities and markets in assigned region. The primary focus is achieving contractual obligation through data, transaction and exception management.

RESPONSIBILITIES/ACCOUNTABILITIES:

40% - Transaction management – Per contract requirements, submit and monitor time sensitive customer enrollment and termination transactions with respective utilities and markets.

20% - Exception identification - Ongoing review of reports and exceptions logs, in order to maintain accurate attribute information within internal systems.

30% - Exception resolution - Ongoing interaction with internal customers, external markets (CAISO, OR, NYISO, ISO-NE, MISO, ERCOT, PJM, GAS), utilities (60 plus), external vendors, and end use customers, as needed, in order to successfully resolve exceptions.

10% - Data synchronization – Ongoing data maintenance of attributes required for accurate customer pricing, invoice generation, and settlements reconciliation.

QUALIFICATIONS:

Education – Bachelors degree in accounting, business, finance, or economics is preferred

Experience – Three (3) years of professional experience, preferably in a process oriented and deadline driven business environment.

Skills/Knowledge/Abilities –

Ability to communicate verbally and in writing complex technical matter in a clear and concise manner

Ability to influence others, build trust among trading partners, associates, and customers to arrive at win-win solutions

Ability to analyze large amounts of data, using technical skills to summarize and confirm accuracy

Ability to identify issues, develop, recommend, and implement solutions

Possess initiative, advanced decision-making skills, and problem solving abilities

Ability to effectively work across the organization to resolve issues and make recommendations for improvements

Ability to work under time-related pressures, handle adversity and changing priorities

Strong interpersonal skills

Physical Requirements - Ability to sit for long periods of time

REASONABLE ACCOMMODATIONS:

Reasonable accommodations may be provided by Sempra Global to enable individuals with disabilities to perform essential functions, as defined per Company policy.