



Job Title: Operations Analyst

Department: Operations

Location: Huntersville, NC

Leave the shirt & tie routine at home and come work for a progressive energy services company offering natural gas and electricity services across the country. The energy industry is booming and XOOM is growing right along with it. The fact is, when you join XOOM Energy, the opportunities for professional and personal development have very few boundaries. We are looking for individuals that are ready for a challenge, willing to jump in and be a team player and able to make a difference.

Job Summary:

This position will require the ability to work in a very fast paced and quickly growing business that participates within the power and natural gas arena. The Analyst will work within the Operations team to primarily focus on the processing and quality assurance of customers order transactions and account maintenance. This position requires a highly motivated and loyal candidate with solid analytic, process management, quantitative, and some technical skills to aid in the development of overall customer satisfaction.

Job Description:

- Thorough understanding of electricity/natural gas customer lifecycle from contract initiation to fulfillment and account processing.
- Analyze, summarize, and report detailed transactions and billing components related to customer accounts.
- Responsible for timely resolution of transaction exceptions to provide complete and accurate fixes.
- Identify issues using reporting methods to maintain compliance with internal SLA's around transaction processing.
- Proactively meet targets and take appropriate action on day to day market operations.
- Utilize software, analytical tools, and conceptual retail energy market knowledge to research and analyze complex business problems.
- Create detailed process documentation when needed for training and resource reference.
- Perform other duties assigned.

Knowledge, Skill Set, and Qualifications Required

- Bachelor's degree preferred, or knowledge and experience commensurate with respect to wholesale or retail energy industry.
- Demonstrated understanding of EDI functions
- Ability to translate work into database environment when needed as required analysis
- Excellent strength in analytical and mathematical skills, solving complex problems with minimal guidance.
- Above average attention to detail and ability to multi-task in fast paced environment.

- Capable of working independently and making decisions accordingly.
- Demonstrates expertise in utilizing Microsoft Word, Excel, Access, and PowerPoint
- Effective oral and written communication skills with ability to discuss findings and recommendations in a succinct manner
- Interact professionally with internal teams, executive level management, external vendors and utilities to acquire knowledge, resolve issues and manage projects.