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## Position Description

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Vacancy Title: **Billing Administrator**

Location: **Ranadi**

Reports To: **Manager Billing & Revenue (v 1.03)**

### Objective

The role is responsible for administering of both EDMI and USP billing system and ensuring EDMI and Non EDMI kWh meters are effectively function, accurately registered, read and billed. And also ensuring Monthly invoices and Past Due email reminder are effective, accurately processed and send out to customers on timely manner. This also involves supervising of Billing team. The position reports to the Manager Billing and Revenue.

### Outcomes

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#### Organisational Stakeholders

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#### 1. Monthly Billing cycle effectively managed

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- Customer Meter's accurately read and bill.
    - Monthly meter reading and invoice processing for all kWh customers done according to prescribed schedule ensured.
    - Timely EDMI integration and daily reading processed into USP Billing system ensured.
    - Ensure daily meter readings for all cycles processed into USP are thoroughly checked and any discrepancies identified are rectified prior live bill run.
    - Ensure data received by Billing staffs are correctly processed into USP billing system and Multi-drive System.
    - Ensure billing related issues reported rectified after liaising with all necessary officers.
  - Ordering of new meters from stores and registration in the billing system ensured.
  - Registration of replacement meters & new connection/installations both in USP & Multidrive systems ensured.
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#### 2. Administrative duties effectively and efficiently managed

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- Verification of Monthly Charges updated on the USP System by Finance /IT department ensured.
  - Support implements quality billing practices and procedures.
  - Monthly reconciliation on EDMI SIM Cards charges is accordingly done and reported.
    - Monthly Sales analysis on Usages and charges are done and follow through with discrepancies identified and investigated to ensure appropriate action is taken.
    - Ensuring kWh accounts status in USP Billing system checked and reported quarterly.
    - Work closely with IT team on USP Billing System projects to ensure billing efficiency and effectively.
    - Review New Connection application report to ensure all energized kWh application registered within the required time frame.
    - Ensure monthly reconciliation of postpaid meters released by stores to Regulatory to eliminate the risk of unregistered meters, and ensure all meters installed on site are properly registered in both the USP and Multi-drive Systems.
    - Assist on quality assurance related task to protect revenue meters.
  - EDMI SMART Meters accurately function, read and bill.
    - Identifying & rectifying of errors regarding EDMI meters record on both Multi-drive and USP ensured.
    - Rectification of multi-drive system notifications and alarms are addressed accordingly ensured.
    - Review list of return SIM cards that are being removed from site due to damage or not usable and ensure safe keeping until disposal is required.
    - Daily attention to system status report and address errors identified and individual meters updated both in USP & Multi-drive ensured.
    - Rerunning of failed EDMI meters as per schedule date set to see if any of the meters are able to reconnect and update of readings get picked by the system ensured.
    - Reconcile records of SIM cards listing and SIM card holder against the physical SIM card and monitor issued sim cards that already been collected by metering team.
    - Ensure integration as per schedule dates is done by IT team.
    - Updating of meter records against respective customer's records in multi-drive system ensured.
    - Monthly reconciliation of EDMI operational status in USP and Multidrive ensured.
  - Perform other task delegated by the Manager Billing & Revenue
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#### 3. Data processing effectively managed

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- Customers accurately billed on time.
    - Data input ensured and customers accurately billed.
    - Bills correctly processed and dispatched through automated email bills on timely manner
    - Accurate and timely registering of Customers details into USP Billing and Multidrive systems ensured.
    - Accurate processing and sending out of Past Due Email reminder to customers ensured.
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#### 4. People effectively Managed

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- Billing Support Officers supervised and performance meets Solomon Power's services standards ensured.
  - Billing Support Officers trained in required job responsibilities.
  - Develop team for professionals for Billing Staff and design performance indicators ensured.
  - Supervise efficient working of billing staff and provide required assistance ensured.

#### 5. Training of staff and awareness programs fully supported

- Training needs analysis of staff developed and implemented.
  - Systems (USP & Multidrive) training needs addressed.
- Workforce that are productive, efficient, motivated and supported.
- Safe, healthy and environmentally aware workforce.

#### 6. Well informed management through accurate and timely reporting

- Accurate monthly reports on kWh Sales and Counts prepared and submitted on timely manner
- Monthly billing and Sales analysis carried out and report provided on completion of analysis.
- Anomalies and errors in bills and billing cycles are investigated and reported.
- Prepare reports on kWh Sales data on annual usages upon the request from internal stakeholders
  - Investigations reports are accurately compiled and delivered in a timely manner

#### 7. A healthy, safe and OHS compliant Solomon Power

- Taking reasonable care of own health and safety and for the safety of other people, including people working under incumbent's supervision or direction who may be affected by his or her acts or omissions at the workplace ensured
- Comply with any direction given by Solomon Power or one of its Responsible Officers with respect to any health and safety matter under current Safety acts and regulations adhered

#### 8. Environmental protection is prioritised at all times

- Ensure adherence to the requirements of the environmental systems
- Ensure compliance with specific environmental management procedures applicable to their work

#### 9. Organisational Values promoted and demonstrated at all times

- Ensure support of the environment aligning deliverables to organisational values and strategic directions
- Organisational values and good corporate and governance practices are complied with in delivering outcomes ensured
- Uphold and role model Solomon Power Values

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
<b>Customer</b>	
Commercial Focus	Optimize the commercial viability of the organisation.
Quality Focus	Deliver quality.
<b>People</b>	
Team Orientation	Work in a team towards a common aim.
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Financial Application	Apply financial principles and practices.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Economics and Finance	Relevant Tertiary Education

## Work Knowledge and Experience

At least 3 years in a similar position

## Requirements

### Language Proficiency

Good written and oral communication skills in English

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	Operational Team	
	Other Solpower staff	
	Metering Department	
	Finance Team	
	Customer Services Staff	
	IT Team	
	Regulatory Department	
<b>External</b>		
	Customers	
	Community	
	Corporate Accounts	

## Attributes

### Behavioural Styles

- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Reliable: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

### Interpersonal Styles

- Extrovert: Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
- Team Oriented: Enjoys being with others as part of a group or team.

### Thinking Styles

- Decisive: Reaches conclusions, promptly and firmly.
- Well organised: Controls tasks in a well thought out and critical manner.
- Analytic: Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- Numerate: Shows abilities in quantitative thought and expression.

## How To Apply

Complete all parts of the Application form online. Upload a Cover letter, upload your CV and must include names and contact details for two (2) referees. Attach Certified Transcripts, Qualification Certificates, and other relevant documents. Address Application to: Chief Executive Officer Solomon Islands Electricity Authority P.O. Box 6 Honiara Applications to be received by 4.00pm, Solomon Islands time, Friday 8th May 2026. Details of "Role Statement" (RS) for the role can be downloaded from the above link.

## Contact for Enquiries

Contact Name: Andrew Tausema

Contact Email: Andrew.Tausema@solomonpower.com.sb

Further Contact Information:--

Closing Date: 08 May 2026