



Position Description – Utility Services Administrator

Division	City Operations
Portfolio	City Utilities
Business Unit	Utility Operations
Level	4
Reports To	Coordinator Utility Operations
Prescribed Position	No

Position Objective

The Utility Services Administrator is responsible for validating, processing, and reconciling electricity, water, and gas invoices to ensure accurate and timely payment. The role provides this service across three Councils operating under the same Power Purchase Agreement (PPA) contract – City of Charles Sturt, City of Marion and City of Port Adelaide Enfield to the benefit of the community and the environment.

The position also supports the implementation of efficient utility contract management and optimisation projects by undertaking data analysis, stakeholder engagement to maintain efficient and cost-effective utility services, and coordinating new connections, alterations and meters.

Key Responsibilities

- Validate, process, and reconcile electricity, water, and gas invoices to ensure accuracy and timely payment for the collaboration Councils.
- Monitor utility usage data across all Council meters and accounts, using Council systems to identify anomalies or discrepancies.
- Maintain accurate records of utility accounts, payments, and reconciliations for audit and reporting purposes.
- Engage with internal stakeholders to ensure utility costs are coded and allocated correctly across departments.
- Support the development and continuous improvement of systems and processes for efficient utility billing management.
- Coordinate new utility connections, alterations and the roll out processes for utility related meters.
- Support with the provision of, and analysis of data for utility contract renewals and procurement processes.
- Provide financial and consumption reports to support Council decision-making, budgeting, and sustainability initiatives.

- Act as a central point of contact for utility providers, managing queries, disputes, or adjustments to invoices ensuring effective relationships with providers, distributors and authorities.
- Assist with ensuring efficient and consistent utilities billing practices across the three Councils.
- Assist with other finance or business support activities as required to meet organisational priorities.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.

Selection Criteria

Skills

- Advanced digital skills to use a variety of software platforms including asset data systems, Excel and MS office skills.
- Demonstrated organisational skills with an ability to manage priorities and meet deadlines under minimal direction.
- Demonstrated experience in using data analysis for forecasting and to drive outcomes.
- Effective communication and interpersonal skills to develop and maintain effective relationships with both internal and external stakeholders.
- Excellent attention to detail and accurate data administration.
- Ability to exercise sound problem solving skills with a solution focused approach.

Knowledge

- Knowledge of utility billing structures including tariff calculations.
- Knowledge of the national energy market legislation and requirements.
- Sound understanding of contract management.

Experience

- Experience working within a utility function.
- Experience in administering multiple processes simultaneously, delivering high quality output within challenging deadlines.

Qualifications & Requirements

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| • Qualification in Business Administration or a related field and/or commensurate demonstrated experience in lieu of formal qualifications | Essential |
| • Car Licence | Essential |