

Technical Advisor (Commercial)

Statement of Accountabilities

The way we work:

We have a strong desire to learn and are highly motivated to achieve excellence in everything we do. We seek diversity of thought, and encourage an inclusive and flexible working environment. This, together with our adaptable approach positions us well for the future. We are committed to the health, safety and wellbeing of our people and we seek to engage, build strong relationships and work together to create the best outcomes. With a strong commitment to our community, we continually strive towards a sustainable future that can be shared by all.

Our work principles:

- People can be curious, explore new possibilities and learn in pursuit of our vision
- People feel safe to be themselves
- People can take ownership, exercise good judgement and act
- People deliver what's required to a high standard
- People support each other and work together as a team

Key relationships and delegated authority

Reports to:	Billing and Support Manager
Responsible for:	Nil
Internal Relationships:	Collaboration across all Orion teams
External Relationships:	Customers, Electricity retailers and Consultants
Delegated Authority:	\$5,000 operating expenditure

Role Objective

Responsible for providing engineering and technical support/advice to the Commercial group, and ensure other business units at Orion, our customers, electrical consultants and retailers, have an understanding and awareness of Orion's pricing and billing.

Key accountabilities

Customer

- Proactively build and maintain relationships with major customers
- Collaborate across Orion business units to represent customer interests and to achieve good customer outcomes
- Provide support as a key contact for major customers' during planned or unplanned outages

- Ensure timely and accurate information is provided to retailers, customers' and energy consultants for enquiries related to Orion's billing, pricing or monthly delivery invoices
- Proactively analyse major customer chargeable quantity results as they are available, and liaise with the customer on any issues that may need clarification

Technical/Engineering

- Be the lead provider of technical advice and support to major customers', in relation to their delivery charges or any other Orion customer query
- Provide technical and engineering support to the Commercial team
- Work closely with Orion Infrastructure to resolve any network matters that relate to major customer sites
- Monitor major customer construction works in progress, and ensure billing information is updated timely and accurately
- Facilitate any 'knowledge sessions' about Orion's distribution network for electricity retail staff
- Advise customers of remedial work required as a result of Orion's audit of irrigation sites and manage any Commercial changes required, including timely and accurate feedback to all related parties.

Billing

- Assist with the preparation of delivery invoices to meet monthly deadlines
- Ensure major customer eligibility rules are adhered to and understood by relevant parties
- Update major customer switching, chargeable quantity and equipment changes in the billing system prior to each months billing
- Ensure all major customer chargeable components in the billing system are accurate and up to date
- Monitor major customer control period demand results as data becomes available
- Process our monthly Nominated Maximum Demand reviews
- Assist with the analysis and application of annual chargeable quantity and equipment updates.

Health and Safety

- Show a commitment to and comply with Orion's health and safety policies, systems and procedures
- Take all practicable steps to ensure your own health and safety and that of all others around you

Team

- Show a commitment to your own learning and development, and promote a learning culture
- Support and collaborate with your team members for excellent team outcomes
- Ensure you, and others around you, are healthy and safe.

Date: _____

Initial: _____
On behalf of Company

Date: _____

Initial: _____
Employee

Qualities required for the role

- A minimum qualification of NZ Diploma in Engineering (Level 6) or equivalent experience
- Familiarity with regulatory processes
- Understanding of the New Zealand regulatory environment as it applies to the electricity industry would be an advantage
- Ability to build and maintain strong relationships with key customers' and stakeholders
- Ability to communicate effectively with business owners and executive management
- Ability to understand the correct level of detail and information to be included in responses to key customers'
- Ability to explain technical issues in a manner that all customers' can understand
- Demonstrated ability to take ownership and responsibility for deliverables and meeting deadlines

Date: _____

Initial: _____
On behalf of Company

Date: _____

Initial: _____
Employee