



Operations Analyst

Brilliant Energy, LLC is a fast moving Retail Electricity Provider located in West Houston and is currently seeking a self-starter with experience in the energy sector.

In this role, the candidate will be performing and improving upon the effectiveness, efficiency and quality of the work group.

Role Accountabilities:

- Coordination and interaction with multiple departments. Providing support and subject matter expertise to internal and external clients. Help in enabling visibility of operations processes and functions to accomplish maximum operational effectiveness and customer satisfaction within a retail electric provider environment.
- Evaluation and implementing improvements to existing processes and procedures to increase the effectiveness, efficiency and quality of the work group
- Performing of regular reconciliation of data and processes to decrease risks and improve data integrity
- Understanding of the Public Utility Commission of Texas' rules and regulations and the impact they have on operational processes and/or effectiveness

Valued Experience & Qualifications:

- Experience with Retail Electric Provider billing systems, customer enrollment, EDI transactions and MarkeTrak
- Experience writing business requirement documents
- Minimum 2 years' experience in an operational environment, process improvement or other roles that focus on development and implementation of controls and procedures
- Highly developed interpersonal skills with excellent written and oral communication skills
- Ability to manage and adapt in an extremely busy and frequently changing environment
- Ability to work effectively under pressure and within time constraints
- Ability to integrate industry guidelines and best practices to ensure accuracy and integrity of beginning-to-end revenue streams in the current operating markets and new markets that are entered into by the organization
- Deep understanding of the fact that customers are our number one priority and that everything we do is geared towards assuring impeccable customer service
- Advanced knowledge of MS Office (word, excel, power point and outlook)
- Proven stability through work history and references
- A positive attitude to work well with all types of personalities

Salary: Commensurate with experience

How to apply: Interested candidates please e-mail your Resume (in Word or PDF format), cover letter and salary expectations to Operationsjobs@brilliantenergy.com or fax to 713.789.5455