5693 8298 Self-service billing (m/f/d) In our Sales & Shared Service department in the area of ​​billing, receivables management, we are looking for you as a self-service billing (m/f/d) with commitment.  
  
Stadtwerke Essen AG supplies the city area with natural gas, electricity, heat and drinking water. The areas of responsibility also include the maintenance and expansion of the sewage network and the operation of a trilogistic center in the port of Essen. In order to be able to provide all of these services to customers on a daily basis, around 900 qualified employees work in the company.  
  
What awaits you:  
  
 \* You are the contact person (m/f/d) for billing, contract and customer management for various customer and stakeholder groups  
 \* You take care of SAP IS-U-based billing, taking into account the relevant billing parameters and customer profiles. In addition, you carry out analyzes and controls and are responsible for eliminating incorrect accounts  
 \* You look after the sales-side, systemic device and fee management including defined controls, appropriate corrections, new systems, move-in/move-out, change of supplier, etc.  
 \* You support the superiors and responsible IT project managers in the maintenance, care and updating of used software programs  
 \* They deal with general concerns of the shared service such as e.g. B. Returned mail, simple subject-related complaints and clarification cases for sales/network-side billing  
  
Your skills:  
 \* You have completed training as an industrial clerk (m/f/d), comparable training or several years of professional experience in the areas of customer service, billing or sales at a utility company  
 \* You have extensive knowledge of the energy industry and an understanding of the business processes within the liberalized energy market for electricity and gas  
 \* You have extensive knowledge and several years of practical experience in the area of ​​SAP IS-U (SAP for Utilities)  
 \* You have extensive knowledge of the necessary legal and operational provisions corresponding to the range of tasks (EnWG, GasGVV, GasNEV, Strom NAV, StromGVV, GeLi Gas, Geli Strom, GPKE, NDAV, DVGW Norm G 685/Gas/Electricity/Heat/ HGB, BGB, various in-house procedural and service instructions, etc.)  
 \* You have comprehensive PC/DV knowledge (MS Office, SAP R/3, SAP IS-U, SAP IS-U CE), in particular well-founded specialist knowledge in the business/individual customer area plus SAP IS-U customizing  
 \* You bring with you a considerable degree of motivation, flexibility and resistance to stress  
 \* You show social skills, teamwork and assertiveness  
  
You can look forward to:  
 \* A certified "family-friendly company" with future-oriented security  
 \* The opportunity to create a good balance between work and private life through e.g. B. flexible working hours without core time, an attractive bridging day arrangement and the opportunity to work mobile  
 \* A salary regulated by a collective agreement and fixed salary increases, 39-hour week, Christmas bonus, 30 days of vacation and special vacation days  
 \* A very good compatibility of family and work through e.g. B. flexible working time models during and after parental leave and company-supported childcare, including vacation offers  
 \* Financial security through a company pension scheme as well as gross salary conversion or capital-forming benefits with an employer contribution  
 \* Benefits in the form of discounts via the Corporate Benefits portal and attractive bike leasing offers  
 \* Regular offers about your health, exercise and nutrition  
 \* Fresh and inexpensive menus and snacks in our canteen and free water as well as free parking spaces in our underground car park  
  
  
  
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