

## **JOB DESCRIPTION**

<b>Job Title:</b>	Utilities Accounts Assistant
<b>Working Pattern:</b>	8.45 a.m. – 5.15 p.m., Monday to Friday
<b>Employment Type:</b>	Full time
<b>Location:</b>	Salisbury
<b>Reports to:</b>	Terry Patch

### **Our Company**

We are a well-established property management company with our modern head office based in Salisbury, supporting 7 Regional Offices throughout the UK

Established in 1990, Remus services 30,000+ homes and employs 110+ staff. Clients include the top 10 developers in the UK as well as a range of freehold investment, RMC & RTM clients.

In 2016, we became part of the Fexco Property Services group, which includes established UK brands providing apartment building and private estate management and related services.

Being an employee of Remus means being an employee of one of the fastest growing property services groups in the UK with opportunities for personal and professional growth across our teams.

Our staff are trained in all aspects of property management, based on both good practice and current legislation. We actively promote and assist our teams in further training, apprenticeships, qualifications and have a strong ethos of promotion from within.

We provide competitive salaries, a competitive benefits package and a supportive, friendly working environment for our staff.

### **The Role**

Based within the Client Accounts Team of our Accounts Department, this role is to manage and administer the Utilities billing and reconciliation for multiple properties under management.

### **Key Responsibilities**

- Calculating, invoicing and reconciling of the utility billings. Liaising with the property managers, lessees and their tenants.
- Prepare and analyse the final accounts reconciliation, to ensure accuracy and contains all relevant information tailored to specific client
- Administer and manage relationship with external parties and track progress of sign off through multiple stakeholders
- Manage Billing and cash collection (with other existing teams) ensure conflict resolution and timely collection with credit control department.
- Review budgets with Property Managers regards Utilities
- On-board new utilities business financial information
- Close off utilities lost business financial information
- Assist with internal and external queries where necessary
- Regularly learn and update new skills through training
- Other ad-hoc duties as required

## **The Candidate**

### *Essential:*

- Intermediate level proficiency with Microsoft Word and Microsoft Excel
- Excellent communication skills, both verbal and written
- A confident and assured telephone manner
- Highly analytical
- Exceptional organisational skills and ability to work to deadlines
- An effective and enthusiastic team player
- Motivated and target driven.
- Strong attention to detail and high level of accuracy.
- Ability to work on your own initiative.
- Capable of working under pressure during busy periods.

### *Desirable:*

- Relevant service charge experience
- Utility experience, billing/charging, regulation
- Experience of using QUBE system