Job Description

Designation	Officer (CC&B Operations)
Qualification	M.Sc. (Compute Science) / BCS (4 Years) / MIT / BS(IT) / BIT (4 Years) / B.Sc. (Engineering IT)
Minimum Experience	1 to 2 Years
Maximum Age Limit	35 Years
Job Location	Lahore
No. of Positions	02

Job Summary

- Verify and control all possible detectable billing discrepancies to ensure the accuracy and integrity of billing data in CC&B.
- Coordinate with Billing, Accounts, and other user departments for timely validation of business inputs, data, MIS requirements, and quality assurance prior to billing processing and report generation.
- Ensure identification, analysis, and resolution of billing anomalies to support accurate, reliable, and timely billing operations.

A. Core Functions

Primary Functions

- Ensure accurate HHU (Handheld Unit) meter-reading data import, validation, processing, and transfer to the CC&B database.
- Ensure timely generation and validation of billing data, master data, and required MIS/history reports.
- Ensure monthly billing is processed accurately and in compliance with the approved billing schedule.
- Ensure timely processing and reconciliation of pre-billing and post-billing data across all consumer categories.
- Ensure accurate processing and posting of collections, security deposits, pilferage/violation charges, and other billing-related transactions.
- Conduct critical test-checking of gas sales invoices, including Minimum, Provisional, Estimated, Sticky, High, and Normal bills.
- Ensure proactive identification, tracking, and correction of all billing discrepancies.
- Coordinate with business departments and regional offices to resolve CC&B billing issues, reconciliations, and data-related problems in a timely manner.

Secondary Functions

- Assist in periodic system health checks and data audits to maintain database integrity.
- Provide user support and technical assistance to regional departments regarding billing data workflows.

- Prepare operational summaries, billing reconciliation reports, and analytical documentation using Microsoft Office tools.
- Collaborate with application and database support teams to resolve systemic operational bottlenecks.

Experience

- Minimum 1-2 years of hands-on experience in IT Billing/(CC&B) Operation processing.
- Experience in handling high-volume transaction processing, data reconciliation, and meter-reading data integration (HHU).
- Demonstrated experience in billing anomaly detection, gas sales invoice verification, and reporting.

Knowledge and Skill Requirements

- Strong domain knowledge of Customer Care & Billing (CC&B) software and database operations.
- Proficiency in handling gas utility billing categories, invoice testing, and tariff application (Minimum, Provisional, Estimated, Sticky, High, Normal bills).
- Understanding of data validation techniques, reconciliation protocols, and post-billing transaction postings.
- Good communication and inter-departmental coordination skills.
- Proficiency in documentation and reporting tools (Microsoft Office Suite).