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JOB DESCRIPTION

JOB TITLE:

UTILITIES ANALYST

JOB TITLE OF INCUMBENT'S SUPERVISOR/S:

HEAD OF UTILITIES

PURPOSE OF JOB

The Utilities Analyst is responsible for ensuring accurate utility consumption tracking, billing, and cost recovery across FPG properties. The role leverages advanced data analysis, reporting tools, and industry best practices to optimize utility management, support sustainability initiatives, and provide actionable insights to the Head of Utilities and management.

KEY PERFORMANCE AREAS

- Review and optimise utility recovery ratios to ensure accurate and efficient cost allocation.
- Critically analyse monthly council and tenant electricity, water, and waste data to identify discrepancies, unusual consumption, and potential cost-saving opportunities.
- Validate municipal and tenant invoices, ensuring correct metering, tariffs, and recoveries in line with company billing methodologies.
- Prepare detailed reports and dashboards to monitor utility performance, flag anomalies, and support management decision-making.
- Ensure all tenant, billing, municipal, and technical queries are addressed timeously, collaborating with property, finance, maintenance, and utility teams as needed.
- Property: tenant movements, enquiries, statement errors
- Finance: billing adjustments, non-payment alleviations, recoveries
- Utilities: meter installations, replacements, inspections, readings
- Maintenance: wrong readings, locating meters, logging faulty meters
- Council: resolving incorrect statements and obtaining credits
- Review accurate allocation of supply, metering, and expenses to ensure all consumption is accounted for and recovered.
- Identify, investigate, and escalate anomalies from utilities data to minimise negative impact on tenants and the business.
- Monitor unusual consumption patterns and collaborate with service providers to investigate and mitigate issues.
- Provide specialist and technical support to property management teams on utility-related matters.
- Maintain accurate records, databases, and filing systems for all properties in the group.
- Support utilities budgeting, forecasting, and portfolio-wide cost management.

- Identify improvement opportunities, implement process enhancements, and leverage technology solutions for efficiency.
- Monitor utilities procedures and compliance within the portfolio, keeping up-to-date with South African municipal bylaws, tariffs, Eskom electricity structures, and sustainability regulations.

QUALIFICATIONS, COMPETENCIES AND SKILLS

- **Minimum Qualification:** Bachelor's degree/Diploma in Mechanical or Electrical Engineering.
- **Experience:** 5+ years' relevant experience in utilities management within the energy services or property management sector.

Technical Knowledge and Skills:

- Strong data analysis skills with the ability to interpret complex utility data and present findings to management.
- Knowledge of electricity, water, and waste management principles in multi-tenanted properties.
- Knowledge and understanding of solar PV systems and renewable energy concepts.
- Metering and verification principles, including electrical and water supply systems in buildings.
- Basic financial understanding: budgeting, municipal bill interpretation, and cost recovery strategies.
- Understanding of utility management, particularly recovery of utilities in multi-tenanted properties.
- Familiarity with South African municipal bylaws, tariffs, and compliance requirements is advantageous.
- Knowledge of electrical distribution systems and energy fundamentals is a plus.
- Proficiency in Microsoft Office, with strong emphasis on Excel (Intermediate or higher).

Behavioural Competencies:

- Analytical, detail-oriented, and methodical.
- Strong problem-solving and decision-making ability.
- Excellent verbal, written, and listening communication skills.
- Stakeholder management and influencing skills (tenants, service providers, internal teams).
- Ability to work under pressure, meet deadlines, and manage time effectively.
- Proactive, self-motivated, and solution-focused.
- Collaborative, able to work across multidisciplinary teams.
- Driver's license Code B .