



### **Owner Relations/Division Order Technician**

Urban Oil and Gas Group is seeking an Owner Relations/ Division Order Technician. This employee is responsible for cultivating and maintaining our relationship with all interest owners receiving payments or disbursements from the company. The Owner Relations/ Division Order Technician is also responsible for verifying owner's information (address, TIN, email, etc.) in our systems, mailing change of address forms, along with creating new Owners in Excalibur and processing address changes.

#### **Primary Responsibilities and Duties:**

- Interact with customers in a professional and influential manner, responding to phone calls, emails and correspondence from mineral owners and working interest partners.
- Utilize patience and communication skills to get to the root cause issue, obtain needed information and/or documents, and provide accurate resolution feedback.
- Have an appropriate level of understanding of the oil & gas business terminology: trusts, probate, deeds, 1099s and other related documents.
- Analyze and review the setup and maintenance of all the new and existing payees including joint interest owners and royalty owners in the Excalibur database.
- Verify addresses for undeliverable checks, collaborate with the appropriate division order analyst to suspend the owners account, and conduct research to locate updated address.
- Interact with Division Order, Land and Accounting to resolve questions related to payee setup or payment processing issues.
- Identify continuous improvement opportunities that result in operational efficiency and improved performance.
- Resolve Taxpayer Identification Number discrepancies received from IRS B-Notices
- Assist with annual Unclaimed Property filings
- Print monthly Revenue Checks

#### **Qualifications:**

- 3-5 years of Customer Service / Customer Relationship experience, preferably in Oil and Gas
- Customer interaction experience utilizing active listening and influencing skills along with deductive reasoning to understand and resolve issues
- Systems experience: Excalibur and Zen Desk (preferred)
- Strong Microsoft Office skills (required)
- Excellent communication (oral and written) skills.
- Communicates with clarity and integrity and understands the need for constant and consistent dialog.
- Strong team-working skills and ability to take on increasing responsibilities in a fast paced, growth-oriented company.

#### **Benefits:**

- Medical Insurance- PPO and HSA options
- Dental and Vision Insurance
- Life and AD&D Insurance
- 401K
- Paid holidays

#### **Apply:**

Apply for this position here: <https://go.apply.ci/p/53OixUyvFt676K>

#### **About Company**

Urban Oil and Gas Group was founded in 2008 as a direct oil and gas investment manager focused on the upstream acquisition and exploitation of assets. Through our funds, Urban acquires, manages, and optimizes oil and gas investments on behalf of our institutional limited partners. Urban's funds emphasize a focus on current income, preservation of capital, and long-term capital appreciation.