

JOB TITLE	Billing Supervisor	PRIMARY LOCATION	Inverness
DEPARTMENT	Billing	HOURS OF WORK	9am-5.30pm Mon-Fri
SALARY	Dependent on Experience	CONTRACT TYPE	Permanent

HIGHNET

We provide a wide range of innovative and progressive telecommunications solutions, products and services to business across the UK through our dedicated Channel Partners.

Our staff take great pride in ensuring that every client gets a best in class experience; this makes our customer retention one of the highest in the telecoms industry. Each team boasts specialist skills ensuring that we remain experts in our field and drive long-term business relationships.

JOB DESCRIPTION

RESPONSIBILITY

Reporting to the Billing Manager, you will be responsible for the daily operations and effective management of the Billing department.

Delivering customer service that is best in class, focusing on continuous improvement, speed and proficiency of billing processes as well as maintaining accurate accounting information will be key to the success of this role.

MAIN DUTIES*

1. Dealing with billing queries via the phone and email
2. Managing team performance
3. Reconciling recurring and call charges from suppliers monthly
4. Performing regular audits on supplier rates and bespoke customer tariffs
5. Producing reports monthly & ad-hoc as requested for the Executive Board
6. Authorising and applying customer credits
7. Completing monthly Customer billing runs & Partner commission runs
8. Creating bespoke invoicing as per customer requirements
9. Maintaining accurate product and price lists

ADDITIONAL DUTIES*

1. Performing ad-hoc administration duties.

**This list is not exhaustive, and all personnel may be required to perform duties out with their normal responsibilities from time to time.*

REQUIRED SKILLS	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING	<ul style="list-style-type: none"> • Higher or equivalent Mathematics, Accounting and Finance or above • Adept in all MS Office applications – advanced knowledge of Excel 	<ul style="list-style-type: none"> • Further education in Accounting, Finance or similar.
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> • History of effective Team Management 	<ul style="list-style-type: none"> • Prior use of Dynamics 365 • Experience in Telecoms • Previous use of aBILLity Billing Platform

SPECIAL SKILLS	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written. • Highly analytical in approach to all work undertaken. • Exceptional attention to detail and ability to multitask 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Adaptable to change and comfortable working in a fast-paced environment. • Ability to prioritise effectively. Well organised with good time management • Easily approachable personality • Proactive approach to problem solving and learning new skills. 	
<p>The successful candidate will have the passion and determination to deliver a best in class service to all customers. They will be a strong team player with innovative thinking but will be equally comfortable taking ownership of their tasks and working under their own initiative.</p>		

To apply for this position please email your CV to recruitment@highnet.com