



- JOB TITLE:** Billing Analyst
- REPORTS TO:** Head of Billing
- DEPARTMENT:** Billing Department
- LOCATION:** Dublin
Working Monday to Friday 9am – 5.30pm
- OVERVIEW:** This is a Business Billing Analyst role which will provide support on all aspects of the billing function.
The role is a key member of the Billing team

Key Responsibilities

- Management of 3rd party vendors supporting the billing function and ensuring that they meet the defined service levels.
- Implement and manage the a QA process across billing operations function and provide weekly and periodic reporting.
- Develop and implement enhanced audit controls which provide consistent accuracy of billing.
- Coach billing agents in the necessary skills to perform their jobs effectively encompassing product, systems and process training.
- Prepare training and coaching materials including work instructions and training plans as required.
- Perform analysis on customer issues and work with colleagues to drive resolution and improved customer experience.
- Using a working knowledge of all UPC service and system offers, support initiatives to improve customer billing and overall experience.
- Comply with all UPC's Policies and Procedures, as amended from time to time.
- To foster and promote an environment of mutual trust, respect and dignity in the workplace.
- All other duties as required by Billing.

Qualifications and Experience

Essential

- 3 years' experience in Supervisory or 3rd party operations management - preferably with off shore partner
- Experience in implementing and managing quality assurance programs
- Accounting Technician qualification desirable
- At least 1 years' experience in high volume billing function
- Strong customer engagement experience
- Strong administrative and organisational skills
- Strong PC literacy and IT systems skills including experience in Excel, Word, PowerPoint, CRM and Billing systems

Core Competencies

Communicational Skills

Ability to manage relationships and interactions with other individuals or groups. Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations. Displays high level of discretion and respects confidentiality and is honest and forthright. Uses written/verbal language that is clear concise and easy to understand.

Problem Solving

Ability to identify problems, understand and quantify the customer impact, identify the root cause and resolution as well as manage the implementation of the resolution.

Analytical

Ability to understand and define business requirements and fully analyse results to ensure predefined requirements are met.

Accountability

Takes responsibility for seeing things through to completion. Proactive, works on own initiative and sees things through to completion.

Work Proactively/Decision Making

Ability to work on own initiative, recognise problems or opportunities, analyse alternatives, consider options, make sound judgements and choose an appropriate course of action to achieve desired outcomes/solutions. Ability to take responsibility to see requirements through end to end.

Attention to Detail and Process Driven

Ability to develop resilient customer focused process. Thoroughness in completing all tasks with high concern for accuracy, quality and doing things properly. Follows established procedures where applicable.

Achieving Results

knowing what outcomes are important and focus attention/resources on achieving final outcome which aligns to business goals. Ability to see the end picture and perform effectively in the role to deliver outcomes. Pre-empt problems and works to resolve them. Has good working knowledge of the business and environment within which it operates to be able to monitor progress of the plan and look for ways to improve work processes in order to achieve longer term goals

Teamwork

Encourages the team to work together by engendering a sense of collective responsibility in order to achieve common goals. Role models the Team Working Value at all times.

Adaptable to Change/Flexible

Ability to understand and apply sound principles to adapt to different conditions and circumstances. Demonstrates flexibility in work approach.