Billing Analyst

Reports to: Billing Manager
Usual office location: Glebe Farm, Dummer, RG25 2AD

Office hours: 8.30am – 5.30pm

The Business

Southern Communications is a rapidly growing, multi award winning, business with over 50 years of experience of providing voice, data, mobile and cloud-based solutions to businesses across the UK. Our customers are at the heart of our business and our success is a direct result of our commitment to deliver the best solutions and industry leading customer service.

The company employs over 300 staff and as a growing business we are continually looking for outstanding employees to join our teams.

The Team

The Billing team is an integral part of the Southern Communications business, working closely with the Customer Relations, Provisioning and Accounts teams. The team raises circa 100,000 invoices a year with a value in the region of £60m. The invoice processes are necessarily automated relying on data collection and upload rather than manual preparation.
The team is characterised by hard work, shared responsibility, supportive work environment and a healthy balance of professionalism and laughter.

Role Summary

This role would suit a graduate or high achieving A 'level school leaver with strong results, but who decided not to go to University.
Starting by training in the basic skills necessary to understand the business, the product set and work flows, this job will progress from Billing Analyst to being part of the Billing Business Integration Team. The primary function of this role will be the reconciliation of supplier accounts. This is an important element of the function of the billing team, provides the opportunity to work with other departments, with job satisfaction being achieved when savings or additional income is identified for the business.

The successful candidate will be naturally numerate, inquisitive and well organised with a desire to investigate anomalies.

For clarity, this job is not suitable for candidates who see themselves in an accountancy role. Whilst the work of the Billing and Accounts teams dovetail, the departments are separate and require people with different skill sets.

Key areas of responsibility including

Daily
- Data integrity updates to ensure high quality and accuracy of invoice information
- Adding new products to customer accounts
- Building rate cards for calls / products
- Respond to queries from other departments
- Maintaining the integrity of customer records
- Internal queries
- Liaison and support for other Southern offices

Monthly
- Supplier account reconciliations
  Using a combination of supplier downloads and Southern CRM data, identify billing differences in order to capture additional income and identify erroneous supplier charges
- Bill Run Support

Project Work
By its nature, project work will be ad hoc and varied. The types of project undertaken might relate to
- the launch of a new product,
- analysis of the profitability of an existing product or
- analysis of a client's billing patterns
- Profit and loss analysis

Essential skills
- Strong analytic skills with a tenacious personality as problems can be complex and involved
- Eye for detail with a penchant for accuracy
- Strong personality with the confidence to be assertive
- Excellent Excel skills
- Good communication to be able to verbalise findings and suggest solutions
- Polite and well mannered
- Confident happy personality, prepared to be innovative and embrace a changing environment
- Completer finisher, able to take a task and follow it to the end without close supervision

For the right candidate, it is not necessary to be able to demonstrate all the above skills immediately, these can be developed with on the job training. It is important to have the capacity to develop all of the above skills and be comfortable liaising with other departments in the business at all levels of seniority.

Southern Communications is a friendly company and we communicate face to face, trying not to solely rely on electronic media.

Desirable Software Skills
Aurora (CRM system)
Microsoft Office suite