

<b>Job title:</b>	Activations & Billing Specialist
<b>Department:</b>	Networks
<b>Location:</b>	North America / Fort Lauderdale office
<b>FLSA:</b>	Non-Exempt
<b>Reports To:</b>	Activations & Airtime Billing Manager

## **JOB DESCRIPTION**

---

### **Job purpose:**

Under the general direction of the Activations & Airtime Billing Manager the role of the Activations & Billing Specialist is to support the corporate strategy through the maintenance of pricing and requirements documentation, for product and service offerings and solutions.

### **Duties and responsibilities:**

Responsibilities will include, but are not limited to:

- Review and upload Service Agreements/Activation Forms prior to processing an activation
- Process provisioning task including: Activations, deactivations, plan changes, suspensions, configuration updates, etc.
- Setup notifications related to usage as well as suspensions upon request
- Create new customer profiles in the corresponding system(s)
- Serve as an escalation point for Service Providers on activations questions and assist resolving issues
- Monitor activations system capabilities and report any abnormalities to the Activations & Airtime Billing Manager
- Process validations of vendor invoices
- Process customer notifications regarding price changes
- Process audits related to price changes
- Process price plan discontinuation in SCNG as well as price changes
- Aids colleagues as well as customers with queries regarding airtime charges
- Interacts with providers/vendors to request credits on billing discrepancies
- Maintain data integrity of the data entered in the billing system
- Process data entry for the billing of products provisioned outside SCNG
- Process EOMs cycle closes
- Assist in identifying and resolving billing issues
- Review customer invoices for accuracy before finalization
- Perform other duties as assigned

**Qualifications:**

- At least one year of activation or airtime billing experience a plus.
- At a minimum, some form of higher educations; or equivalent business experience is required; any incumbent must be committed to self-development including lifelong learning, regardless of their formal education.
- Organized and detail oriented
- Good verbal and written communication skills
- Collaborative individual with a positive attitude
- Must be able to work independently in a fast-paced environment
- Dependable, self-starter and self-motivated, innovative problem solver
- Must be able to work flexible hours including evenings and weekends
- Willingness to embrace and live the core values of Network Innovations

**Direct reports:**

None

**Working conditions:**

No Special Working Conditions

**Physical requirements:**

Standard Office requirements

---

**Disclaimer Statement:** This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.