**Senior Billing Administrator**

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| **Role Purpose:**  The management of customer on-boarding and the billing administrative process ensuring billing accuracy, completeness, compliance and reliability. Manage accurate, timely, and compliant billing processes and ensure efficient revenue cycle management, resolve billing discrepancies, and provide support to Revenue Assurance. To manage all companies billing in line with audit, statutory and revenue assurance policies and processes. Regular reporting of customer billing performance with key highlightson concerns withmitigating plans. | |
| **Key accountabilities and decision ownership**  **[max 5]:**   * Accountable for the overall billing integrity and customer management * Provide support and guidance for data analysis activities to confirm usage profiles, contractual changes and spend baselines * Perform pre-billing and post billing reconciliations * Monthly reconciliations of revenue vs collections vs open invoices * Reconciliation of output VAT to billed revenues * Compliance to DOA and review and approval rules. * Support Revenue Assurance policies and processes across all entities * Good MS Office knowledge especially in Excel * Excellent problem-solving skills * Identify and process SLA network credits and/or penalties on process deficiencies * Regular reporting on contract management completeness and billing accuracies * Build relationship with customers/stakeholders on billing and collection * Ability to interpret billing data, identify trends, and optimize processes * Data analysis skills | * Good knowledge and understanding of billing in Sage * Proactive attitude with continuous improvements * Good communication skills, both written and verbal * Strong people skills and demonstrable ability to deliver through others * Sage/Seibel/Oracle experience in billing   **Reporting & Analytics**   * Generate billing reports to identify trends and areas for improvement. |
| Must have technical / professional qualifications:   * Matric (Essential) * Degree or three-year Diploma finance and administration * 3+ years’ experience in billing and administration * Telecommunications experience will be an advantage |
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