

JOB VACANCY

HDC(161)-HRM/IU/2021/637
23rd December 2021

Billing Analyst Business Solutions

MINIMUM QUALIFICATION & REQUIREMENT

1. Degree or MNQF Level 7 Qualification in Business/ Accounting/Business IT with minimum 3 years' experience in relevant field. **(OR)**
2. Advanced Diploma or MNQF Level 6 Qualification in Business/ Accounting/Business IT with minimum 5 years' experience in relevant field.

OVERALL SCOPE

Responsible for managing assigned validations and tasks related to month-end billing clean-up, and generally assisting the team as required.

SCOPE OF WORK

- Manage account balances to discover outstanding debts or other inconsistencies.
- Collect all information needed to calculate bills receivable (order amounts, discount rates, etc.)
- Check the data input in the accounting system to ensure accuracy of final bill.
- Issue invoices/bills and send them to customers through various channels (mail, e-mail, etc.)
- Issue customer account statements periodically or whenever necessary.
- Receive payments through various methods such as cash, online payments, etc. and check for credibility.
- Send reminders for payments and contract customers when assigned.
- Update accounting records with new payments, balances, customer information, etc.
- Answer questions and handle customer complaints from customers regarding bills.
- Ensure both the company and clients adhere to contract terms.
- Communicate with clients and other departments to resolve issues and provide clarification.
- Assist in development of software requirements.

JOB SKILLS AND SPECIFICATIONS

- Proven experience in relevant field (Telcos and other service providers).
- Proven experience in dealing with numbers and the processing of financial information.
- Proven experience in managing customer base.
- Proficient in MS Office (especially Excel); Working knowledge of relevant software.
- Adherence to laws and confidentiality guidelines in regards to dealing with customers and data.
- Excellent communication and negotiation skills.
- Proven track record of meeting and exceeding targets.
- Excellent communication and negotiation skills.
- Problem-solving attitude.
- Ability to work as an individual and as a flexible team player.

SALARY PACKAGE:

Salary negotiable based on qualification and experience.

REQUIRED DOCUMENTS

1. Accredited certificates,
2. Job reference letters
3. NID card or Driver's License
4. Police Report

Apply via: <https://jobs.hdc.com.my>

Deadline: 30th December 2021, 14:00hrs

For Further Information: 3353535 or call center hotline: 1516