



Example of Billing Support Job Description

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Our company is looking to fill the role of billing support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for billing support

- Understanding the Enterprise Business Unit direction and align business strategy and providing project related recommendations for cost effective solutions/delivery
- Collaborate with the Project Sponsors, Program Managers and other stakeholders to benefits are accurately measured and reportable
- Ensure the highest level of data integrity for decision-making purposes between multiple sources of data
- Understanding the EBU direction and align business strategy and providing innovative recommendations for cost effective solutions/delivery
- Define scope of support, develop support model, launch strategy, and coordinate implementation
- Collaborate with the Project Sponsors, Program Managers and other stakeholders to prepare applicable project documentation, to manage the whole life cycle of the project
- Develop documentation and knowledge management content to support improvements or launches
- Develop and execute effective change management strategies for both customers & frontline staff
- Measure and report on improvements & adoption post-project change
- Schedule and host regular project status review meetings to meet project deliverables

Qualifications for billing support

- Work and partner with our internal and external departments to resolve issues
- Providing supervisory oversight and leadership of staff, processes, budget, and procedures for the OLS/BI group, including managing the execution of short and mid-term plans for operational effectiveness and improvement, and integration with the broader organization, and acting as the first line of escalated employee issues and to provide dispute resolution
- Working weekends, holidays and non-traditional hours to cover a 24-7 operational environment (as needed and scheduled) to support CCC Operations
- Demonstrated experience in Customer Contact Center, Call Center, or Customer facing environment
- Experience implementing process improvement projects that have moderate to large impact to an operational organization