



## Job Description

**POSITION:** Billing and Customer Administration Analyst

**Department:** Marlink B.V.

**Reporting to:** Operations Manager & Head of Billing and Customer

**Location:** The Hague, The Netherlands

**Work ratio:** full time

**HR contact:** Monique Paap ([Monique.paap@marlink.com](mailto:Monique.paap@marlink.com))

Raminie Trosemito ([Raminie.Trosemito@Marlink.com](mailto:Raminie.Trosemito@Marlink.com))

**Deadline to apply** before July 1st, 2022

### Main Activities:

Support the setup, verification, and management of all billing activities. This includes the administration of customer, products & services, and pricing.

The Billing and Customer Administration Analyst will need to correlate different sources of information to ensure that any dispute or inquiry received can be resolved. All needs to be done to the satisfaction of the customer while respecting our own companies' procedures.

The result should be correct and timely invoicing of products and services rendered.

The Billing and Customer Administration Analyst acts as a liaison between Sales, Finance & Accounting, IT, Logistics and Customer Care departments in offices worldwide.

### Responsibilities:

- Complete and correct customer and invoice related information in billing and accounting systems to ensure correct invoicing can take place.
- Take charge in resolving disputes or inquiries that come in from both customers and colleagues. Ensure that all parties concerned are informed timely, correctly, and completely.
- Issue ad hoc invoices and credit notes from the accounting system or billing system.
- Process purchase orders for prepaid credit.
- Analyze any discrepancies that might affect the accuracy of invoicing to multiple customers or might negatively impact the profitability of our company.
- Provide suggestions to improve processes and information systems, not only in the billing department, but also for related activities performed by departments that billing collaborates with.
- Create reports based on our activities for colleagues and customers.
- Participate in projects set up to improve Billing process and systems.
- Perform ad hoc tasks deemed necessary by the Operations Manager and/or the Head of Billing.



### **Main competencies:**

- Analytical capabilities – able to unravel complex and abstract questions, and quickly incorporate new knowledge.
- Client-orientation – bent on providing a service that as optimally as possible meets the needs of the client.
- Problem-solving capabilities – capable and willing to unravel problems and actively seeking pragmatic solutions.
- Quality orientation – aims at achieving or surpassing the established quality standards in own or another's work and performance.
- Sense of responsibility – ready to accept obligations and responsibilities, to ensure that commitments are fulfilled.
- Stress resistance – capable of resisting tension, can work under time pressure and remains effective under tense circumstances.

### **Main qualifications:**

- MBO (level 4, administrative).
- Fluent in English; other languages a plus.
- Experience working with different cultures.
- Proficiency in MS Office.
- Some PL/SQL knowledge.

### **About the interview process:**

After the first interview round, there is a calculation test and a written test.

### **What we offer:**

- Marlink is a global Maritime IT and Satcom industry leader
- A company in continued growth, and in a changing market
- An interesting job in a developing, international, and dynamic environment
- Competitive remunerations and pension plans
- External and internal training will be available
- Easily accessible workplaces in modern premises

***Company language is English. We have a flexible work situation. All applicants will be treated confidentially and in accordance with current rules and regulations.***

### **Location**

Local office in The Hague

### **Interested?**

Please send your cv and motivation letter in English by email to HR: Monique Paap ([Monique.paap@marlink.com](mailto:Monique.paap@marlink.com)) or



Raminie Trosemito ([Raminie.Trosemito@Marlink.com](mailto:Raminie.Trosemito@Marlink.com)) with Billing and Customer Administration Analyst for The Netherlands