



Billing Team Leader Asia

Location: Singapore

About the Marlink Group

In today's world, connecting our customers' businesses and assets in the most remote and challenging locations has never been more important.

As a true partner to our global customers, we provide smart network solutions that connect people and assets around the globe and in all markets where traditional connectivity cannot be achieved or is not available.

As an internationally active and well-known group with more than 1300 colleagues working in more than 30 locations, we help our customers in industries including Shipping, Energy, Humanitarian to run their business remotely in ever smarter, more profitable, and sustainable ways.

Your Mission

The Billing Team Leader is the first point of escalation for daily operational issues.

Main Tasks

- Be the first point of escalation for daily operational issues.
- In cooperation with the Local Manager/Head of Billing, guarantee a smooth and efficient Billing and Customer Administration process focused on issuing correct, complete, and timely invoicing.
- Ensure invoice quality optimization by reviewing credit notes due to manual errors and then implementing improvements with the team member(s).
- Manage the distribution of the customer cases, Billing system activities, tickets, and other Billing tasks to ensure that customers receive their invoices in a timely manner, and that SLA's are met.
- Assist team members with more complex cases and see to it that such cases are resolved efficiently.
- Flag issues to the Local Manager/Head of Billing where issues in Billing processes cause revenue leakage and assist in getting the issues resolved. Also, flag and assist in process/efficiency improvements.
- Ensure that the set daily Billing processes are respected, and if needed, work with the Local Manager/ Head of Billing in updating them.
- Report to the Local Manager/Head of Billing the monthly status of the team's performance in the number of cases resolved and pending, as well as on Billing system and Merits system tasks.
- Coordinate with the Billing support team to ensure that the monthly invoice run goes through well and that post-invoice run, the invoices are sent out properly.
- Attend monthly calls with the Sales region team to ensure a closer relationship with the business and to keep the communication lines short. Document and track raised issues, ensure the

team resolves the needed and report back to Sales on the findings.

Qualifications & Professional skills

- Fluent in English and Mandarin. Any other language is an asset
- 3 - 4 years experience in billing, finance, or accounting
- Advanced user of MS Office
- Strong written and verbal communication skills

Attitude & Interpersonal skills

- Attention to detail and ability to manage multiple priorities simultaneously
- Positive and result oriented
- Good time management and able to work in tight timescales
- Be a team player and an inclusive leader, motivate the team to reach the Billing targets
- Ability to plan, organize, delegate tasks and responsibilities efficiently
- Strong problem-solving and analytical skills, with the ability to handle customer disputes effectively.

Our Commitment

In addition to implementing the ten principles of **WE SUPPORT** the [UN Global Compact](#), we have also signed and committed to follow the principles of the [Women's Empowerment Principles \(WEPS\)](#). We believe that promoting gender equality in the workplace is an important part of our corporate social responsibility and a key to sustainable economic growth. We actively work to ensure equal opportunities in all aspects of our business, including recruitment, training, and development, as well as leadership and career opportunities. Through our approach to ESG and WEPS, Marlink takes responsibility for promoting a fair and inclusive workplace and society.

In support of

**WOMEN'S
EMPOWERMENT
PRINCIPLES**

Established by UN Women and the
UN Global Compact Office

We offer

- Flexible hybrid work situation with home office option
- Marlink Training Academy for professional and personal development
- International mobility
- Equal opportunities employer
- Cultural diversity
- Attractive working environment in an international telecommunication company
- Employee social events

Interested?

Please send your motivation letter & CV
to hr_sg@marlink.com
with reference Team Leader Billing Singapore