

Vacancy and Job Description

Division/1st Level Department	Department/Unit	Region	Position Reference	Generic Pos. Ref.	Position Title	Vacancies
Mission Support Department	Technical Services, Communications Unit	Pristina	EKLS 30477	LS 0114	Telephone Billing Assistant	1

Title: Telephone Billing Assistant	Ref. LS 0114
Region: Pristina	Grade: 3

Reporting Line:

He/she reports to the Chief of Communications Unit and is assigned to the Communications Unit in the Mission HQ.

Main Tasks and Responsibilities:

- To be responsible for processing monthly invoices related to Telephone Billing for COMMS Unit;
- To be responsible for maintaining and archiving accurate billing records;
- To present in a pleasant manner when dealing with the public and staff;
- To monitor the billing database and intervene for a callers needing assistance regarding telecommunication services;
- Responsible for providing mission members support regarding GSM Services (prepaid and postpaid);
- To communicate and coordinate with external service providers;
- To issue GSM sim cards to new arrived mission members;
- To be responsible for keeping a record of issued sim cards;
- To be responsible for monitoring the mission checkout procedures, and ensure financial procedures are adhered to by staff members on checkout (all expenses paid etc);
- To provide guidance and training and designate tasks within the Unit when required;
- To perform any other duties as requested.

Job requirements:

- Completed secondary education attested by a Diploma;
- Excellent spoken and written command of English language. Good working knowledge of Serbian language;
- Previous billing experience is essential;
- Experience in working within an international environment would be an advantage;
- Ability to establish and maintain effective working relations as a team member in a multi-cultural, multi-ethnic environment;
- Punctuality, ability to perform under stress, willingness to work flexible working hours;
- Will need to be professional in your approach and be dedicated to providing the highest standards of service;
- Must have excellent communication, call-handling and customer service skills, be computer literate and have a flexible approach;
- Flexibility if other work related duties are required.