

CCS Media Recruitment: Billing Manager

Chesterfield (Head Office)

Overview

Department: Billing Team in Order Fulfilment Dept
Reporting to: Purchasing & Logistics Director

The Billing Manager is a new role in the business relating to all re-occurring* supplier billing for customer orders. The role is to centralise the different and disparate re-occurring billing processes we have today and work with the suppliers, and internal stakeholders to drive efficiencies and streamline the billing processes relating to re-occurring billing functions. Your main objective is to validate supplier charges and invoice our customers in a timely and accurate manner during the customer contract term.

Your role is to guarantee that excellent service standards are upheld to support and enhance the company strategy for growth. You will have the skills, knowledge, and experience to support positive team and business results.

* This initially includes but is not limited to MPS, CSP, Greenlake, Convergence, Open Network Services (ONS), Fidelity, Liverpool City Regional (LCR), Greensafe & ITS.

Key Responsibilities:

As this role evolves and expands, there may be additional responsibilities the Billing Manager will need to include in their day-to-day activities.

- Managing the Billing Process: overseeing the entire subscription and re-occurring billing process. To meticulously review invoices, cross-reference billing information with contracts or purchase orders and verify pricing and quantities.
- Monitoring Billing Accuracy and Quality Control: Implement quality control measures & processes to maintain high standards, improve accuracy and minimise the chances of errors and discrepancies. Conduct audits to identify potential issues.
- Resolving Billing Discrepancies: Investigate, review, and resolve billing and invoicing discrepancies swiftly by proactively communicating with customers and suppliers to maintain strong business relationships.
- Compliance & Regulatory Adherence: Comply with industry and supplier standards and specifications regarding regulatory compliance, as and when required.
- Process Improvement & Automation: Analyse and gather data and information used to assess areas which require focus and attention to drive improvements and streamline workflows.
- Cross-Departmental Collaboration: foster collaboration with other departments such as finance, sales, legal, IT, Service Delivery, Solution Sales. Actively engage in cross-departmental meetings, initiatives, and projects to ensure smooth coordination, alignment of

- objectives, and effective communication.
- Documentation and Record Keeping: create and maintain departmental documentation and processes for auditing & training purposes.
- System Knowledge: A good understanding of System21, supplier portals and data, the CRM, and any other platform required by the business to carry out your work and provide services to our customers is essential.
- Training and Development: as the role grows and there is a requirement to build a team, you will be responsible for training and developing the skills of the team members. Provide ongoing guidance, conduct performance evaluations, and identify training needs to enhance the capabilities and productivity of the team members.

Skills Required:

- Financial Acumen: strong financial acumen and a solid understanding of financial principles, including invoicing, revenue recognition and financial reporting.
- Attention to Detail: Accuracy is crucial in billing processes. Keen eye for detail to review invoices, contracts, and billing data to minimise errors that can impact financial outcomes.
- Organisational Skills: effective organisation and prioritisation are essential. Able to work to deadlines, multi-task and manage priorities to achieve operational and company KPI's.
- Problem Solving Skills: Identify issues, assess alternatives, and implement solutions to resolve billing discrepancies, streamline processes and improve overall efficiency.
- Communication and interpersonal skills: both written and verbal communication skills are essential. Communicate clearly and professionally with internal teams, customers, and suppliers to address billing inquiries, resolve disputes, and maintain positive relationships.
- Proven customer support experience or experience in an operational and sales role
- Professional and well presented.
- Customer and supplier orientated with an ability to adapt and respond to different types of business situations.
- Technological Proficiency: in Microsoft Word, PowerPoint, Outlook, Excel, billing systems, CRM & other relevant technologies.

- Continuous Learning: Willingness and openness to learn and be adaptable to change in a dynamic environment. Be results driven. Proactive, positive mindset with a can-do attitude.
- Critical Thinking: strong critical thinking skills to analyse complex billing scenarios, identify potential issues or discrepancies, and make sound decisions based on available information.

Why CCS Media:

CCS Media is a Technology and Supplies Reseller with over 40 years of experience delivering first-class IT solutions and services to organisations of every kind across the UK and beyond.

Our network of 11 Offices and 1 Warehouse and Logistics Configuration centre, secures unrivalled nationwide scale for supply and service, matched with the comfort of local presence. We work with more than 2,000 manufacturer partners and sell more than 1.3 million products as part of the solutions we deliver to our 14,000 customers. In 2023, we achieved revenues over £281m also we are delighted to have been awarded 2 Stars for Best Companies Outstanding to Work For, Technology's 50 Best Companies to Work For, The UK's 100 Best Large Companies to Work For and 5 regional Best Companies awards.

Benefits:

- Pension Scheme
- Personal Development
- Agile working
- Death in service benefit
- Staff referral scheme
- Your Birthday as Holiday
- Length of Service awards
- Bupa employee assistance program
- Regular Incentives

Hours of Work:

- The hours of work are 9am – 5pm Monday to Friday with 1 hour for lunch.

Please email Claire Walker (claire.walker@ccsmedia.com) if you are interested in the position or have any questions about the role. The team is based in Chesterfield, and training will be on-site at Head Office. The role supports agile working and may require periods working from Head Office with the rest of the team.