

Billings & Collections Assistant

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

As the Billing and Collections Assistant you will play a key role in ensuring that the data within the billing system is kept up to date. You will communicate regularly with our customers by telephone, email and in writing, responding to their queries in accordance with our customer service standards. You will also provide support to the Collections Manager, contacting customers in default of our payment terms or whose direct debit instructions have been cancelled or failed to support them to bring their account back into order.

You are ambitious, an expert in your field with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. Some of the key skills you will possess are:

- Previous experience of working in an administrative role in a finance environment
- Experience of working in credit control, ideally business to consumer
- Confident Excel ability (intermediate level)
- Logical, numerate, detailed and analytical
- Self-motivated with the drive to overcome obstacles and achieve positive outcomes

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **Do the right thing:** We always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand

Culture & benefits:

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.

On top of this we offer great benefits such as, Study Support, Income Protection, Life Assurance, Pension and 25 days holiday (plus bank holidays).

When you apply for this role, please access the full job description in the account registration area.