

# Billing Supporters

For support of Billing, Customer Care and the CRM system naviBilling, TeleBilling is looking Billing Supporters who have the ability and skills to provide technical, professional support in English and Danish or German. You will be responsible for solving and analyzing various problems and tasks including teaching and informing customers and colleagues based on your knowledge and experience. You will form part of a highly dynamic environment together with good competent colleagues, whose results and respect for the customers and their colleagues set the agenda.

## The position

As a Billing Supporter in TeleBilling's Support Department, you will provide customer support via our web-based Help-Desk system. You will also participate in the implementation of new projects either in the form of teaching or set-up of our Billing solution. In addition, you will be responsible for monitoring of operations and critical processes. The day-to-day tasks will be performed in close co-operation with the customer and your colleagues. You will primarily work at our office in Sønderborg, but limited work-related travelling must be expected in connection with teaching assignments.

## We are looking for

Persons who are conversant with the provision of precise and professional consultancy to customers. Persons that is aware of the importance in excellent customer service and who thrive in this role. You have in depth knowledge of Microsoft Dynamics NAV, naviBilling and SQL. You have experience an interest in different development assignments and have strong analytical skills. You know how to communicate a clear message to both customers and colleagues. You have a high level of proficiency in English, Danish or German. You are organized in your work, and you are willing to participate in all customer assignments at hand.

## We are offering

- ➡ an exciting position at a high technical level
- ➡ varied customer projects with trend-setting operators
- ➡ a modern and constantly developing company
- ➡ competent colleagues, who can act as your sparring partners at work
- ➡ excellent opportunities for vocational and personal development
- ➡ a corporate culture characterised by an informal tone, commitment and responsibility
- ➡ an attractive pay package consisting of a fixed basic salary and a bonus scheme
- ➡ a wide range of staff welfare and health-promoting programs

## Practical details

Workplace: Østergade 19, 6400 Sønderborg, Denmark

Please adress any questions about the position to Bettina Bekke, HR Manager, on telephone number +45 73425050.

Send your application and CV to: [job@telebilling.dk](mailto:job@telebilling.dk).