

Telephony Audit Specialist

Key purpose of job:

- * To audit telecommunications charges and use of lines

The Audit Specialist will develop the relationship we have with end users and ensure that they are not wasting money on lines which are no longer needed.

- * They will pro-actively seek to provide value added services which will assist with the reduction in the end-users telephony expenditure

Key tasks / responsibilities:

- * To understand the customer specific requirements and to agree strategy for the implementation of appropriate services needed to reduce the end-users overheads.
- * To develop and implement service development plans and activities to guide their area of influence
- * To act as a point of escalation for reseller service enquires queries and faults.

Business Impact:

- * This person is to represent the view of our Audit Department to others within TAB.
- * They are to ensure that our processes are continually developed to meet the long-term business objectives of the Service Management Centre and needs of our customers.

Authority and decision making:

- * The Audit Specialist will be an authority on the needs of our customer base and will be responsible for providing continual impetus to this area of the SMC through proactive thinking and by making informed decisions.
- * This person will work alongside our Business Development Team to ensure that flows of information to and fro are efficient and effective.

Person specification:

Background:

- * To have an in-depth working knowledge of reseller business and business drivers, understanding the competitive environment that resellers operate within and the business impact that the service delivered by the TAB SMC carries.
- * To have continually demonstrated a drive for results.

- * Strong Accounting or Audit background and a track record in effective reseller service delivery.

Guidance:

- * Understand and anticipate customer needs and aspirations, own their needs, and focus on providing mutually beneficial solutions.

- * Strong and supportive leadership.

- * Provide assistance to individuals on work processes, unit and company strategy, personal development, health and safety, welfare, and other issues.

- * Offer advice on problems and to proactively identify and resolve common issues affecting the interactions with our customer base.

Setting direction:

- * Create, monitor and adapt bold plans and targets to develop customer service in line with development strategies.

- * Align resources in this area of the SMC to ensure success.

- * Identify the need for change by investigating problems to their root-cause and implementing and effectively monitoring change.

Realising potential:

- * Excellent communicating and interpersonal skills.

- * Creation of trust through clear communication.

- * Ability to network with other teams.

- * Capacity to liberate peoples potential.

- * Coach and work to enhance fulfilment and opportunities for learning.

Seizing opportunities:

- * The drive to exceed the expectations of our customers by developing new and innovative ways to deliver a high quality service.

- * Ability to think creatively and develop imaginative solutions to exploit new opportunities, increase efficiency or reduce costs.

Working together:

- * Build relationships through shared understanding.

- * Encourage collective thinking by working together and sharing information, ideas and resources.

- * Seek and value everyone's unique ideas and contributions.

- * Relentlessly oppose prejudice

Application details are on our website.