



POSITION DESCRIPTION

Job Title: Revenue Assurance Analyst
Position Status/Type: Full Time - Exempt
Location: Nu'uuli, Am. Samoa
Report to: Business Process Manager
Date: November 2024

Position Summary:

The overall aim of the Revenue Assurance function is to ensure the company's revenue streams are accurate, secure and optimized. The Revenue Assurance function involves responsibilities to ensure customers are billed for products and services per commercial agreement and revenue leakages are avoided.

The Revenue Assurance Analyst position involves activities to ensure revenue streams are complete, accurate, and consistent while identifying opportunities to maximize revenue at sustainable operative cost. Responsibilities surround identifying and rectifying any discrepancies or irregularities in the revenue streams, and pinpoint potential revenue leakages or losses. This involves analyzing and assessing contracts, customer accounts, billing systems and financial reports to ensure accuracy and overall alignment. The Revenue Assurance analyst contributes to improvements through regular analysis and improvement engagements. The position requires vigilance and hands-on expertise to execute the duties of the position.

Major Responsibilities

- Meticulously reviews financial data, transactions and processes to identify potential revenue leakages and losses
- Maintains consistent monitoring and analysis of Bluesky revenue streams to detect any leakage and minimize losses, and contributes to improving revenue attainments
- Reviews customer contracts for billing accuracy
- Ensures executed contracts are correctly translated into the IT systems
- Ensures that the data in the billing systems are periodically verified for assuring data integrity
- Performs spot checks and audits on data that supports the revenue stream
- Reviews invoice data for anomalies per billing cycle
- Perform sanity checks to the monthly billing for accuracy and completeness
- Conducts periodic reconciliation of the revenue stream
- Resolves discrepancies found during reviews collaborating with the relevant stakeholders
- Collaborate with cross-functional teams to streamline revenue processes and improve efficiency.
- Creates detailed process documentation
- Conducts risk assessments, audits and investigations to address revenue related issues and proactive compliance fulfillment.

Key Stakeholder Relationships

Internal Stakeholders:	<ul style="list-style-type: none">• Bluesky Management and Staff
External Stakeholders:	

Key Requirements and Competencies

<p>Qualifications/ Experience:</p>	<ul style="list-style-type: none"> • Bachelor's Degree or certification in Business Administration, Finance, Accounting or related field with 4-5 years of experience in similar responsibilities fulfilment OR • 5+ years of experience in similar responsibilities fulfilment; experience in the Telecom industry is an advantage
<p>Knowledge/ Skills /Ability:</p>	<ul style="list-style-type: none"> • Knowledge and experience of revenue assurance facets covering telecom operations including business processes, reconciliations, financial performance, and reporting • Understanding of the technical infrastructure within a telecoms company, including network components, billing, CRM, and provisioning • Experience working cross-functionally for issue resolution and process improvement • Strong stakeholder management and influencing skills • Effective verbal and written communication skills • Strong analytical, problem solving, and organizational skills • Attention to details, highly organized, and good knowledge of Excel • Works with confidential information so must be trustworthy and discreet • Proven ability to work on improvement projects • Self-driven, motivated, resilient and flexible. Capable of working effectively and in a timely manner
<p>Organisational Competencies:</p>	<ul style="list-style-type: none"> • Customer Service – Treats all customers (internal/external as applicable) courteously; is responsive to customer requests in a timely manner and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner. • Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences. • Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across the Company to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues. • Self-Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving individual results and department team results.
	<ul style="list-style-type: none"> • Continuous Improvement – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.

Compliance

Business Compliance:	<ul style="list-style-type: none"> Ensure a sound understanding and demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.
Health and Safety:	<ul style="list-style-type: none"> Undertake all work in a safe manner and follow all company and workplace health and safety procedures Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.

Vision, Purpose, Values, & Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> Customer first Team work Integrity Passion Positive attitude and smile! 	We take ownership and always do our best for customers. We respect and support each other.