



## Client Data Analyst

If you are passionate, innovative and self-motivated, we are inviting you to join our team.

### Job Summary

MetTel is seeking a bright, highly motivated individual with an analytical mind for MetTel's team. Our billing operations/client data analyst is responsible for performing and monitoring regularly scheduled tasks such as usage processing, generating customer bills, and troubleshooting any issues that arise. This position requires strong oral and written communication skills with the ability to interact with agents and internal personnel. Must have strong analytical and math skills and be able to solve problems quickly and effectively.

### Duties & Responsibilities

- Execute manual operations and monitor the performance of automated tasks in the billing systems.
- Produce, examine, and distribute customer billing metrics.
- Track billing issues and discrepancies, and follow up with other departments responsible for correcting them.
- Coordinate with other departments for the implementation of new services, rates changes, and onboarding new customers.
- Maintain documentation describing department schedule, processes, and resolution of common issues.
- Assist in a variety of special projects such as producing custom reports or verifying accuracy of customer billing data.
- Assist in compiling data for financial, marketing, taxing, and regulatory reporting.
- Working knowledge of SQL

### Desired Qualifications

- Strong analytical, technical and mathematical abilities a MUST
- Must be organized, detail-oriented, and able to multi-task.
- Strong verbal and written communication skills.
- Able to take initiative, self-manage, and independently perform work in a timely fashion.
- Proficient with Microsoft Office, especially Excel and Access.
- Working knowledge of SQL
- Bachelor's degree or equivalent industry work experience.
- Must have a flexible work schedule
- Knowledge of the telecommunications industry a PLUS
- 2-5 years' experience
- Bachelor's degree in finance/statistics
- MA /PHD Statistics /mathematics preferred



## Why MetTel

MetTel is a cutting-edge telecom service provider delivering software and telecom services to enterprise companies nationwide. Our teams help create next-generation systems to meet the challenge of today's rapidly changing business climate, and set new standards for the telecom industry. From traditional voice to advanced services, MetTel's extensive partnerships enable us to deliver a complete portfolio of services in the United States, Canada and Puerto Rico as well as global MPLS and VoIP solutions. We believe that each team member is a key to the success and sustainability of the group. In order to achieve this we offer an environment where all professionals can grow and develop their skills and competencies, collaborate with diverse professionals, share knowledge and enjoy a rewarding career.

## To Learn More

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