

Carrier Relations Executive – India

About the company:

MobBill is a global Direct Carrier Billing aggregator with headquarters based in London UK and regional offices in Mumbai (IN) and Manila (PH). Further offices are opening in Bangkok (TH), Kuala Lumpur (MY) and Jakarta (ID).

We are a young and forward thinking

It has direct carrier connections in India, UK, Switzerland, Indonesia and Malaysia along with deals being implemented every month to open up more new countries for its digital content partners such as AVG and Playstation Games who seek DCB connection in order that their customers can pay with their mobile phone bill.

The company has seen 4X growth year on year for the past two years running and expects revenues to top \$24m in 2017 and with the planned expansions, over \$50m in 2018.

Given the growth curve of the company it is now seeking a number of new roles, the cornerstone of which is managing its carrier relationships.

The role: Carrier Relations Executive - India

Reporting to the Head of Carrier Relations – India, this is one of the most pivotal roles we are recruiting for.

India is MobBill's largest country by revenue and having 80% of end users covered by its connections with Airtel, IDEA, Vodafone and Aircel we are now seeking an executive to aid the Head of Carrier Relations India to continue to the growth in the market.

Responsibilities:

Responsibilities include but are not limited to:

- Build and maintain strong relationships with carriers and partners
- Create documentation and services presentation for on boarding new services / new partners
- Manage successful and fast delivery of new services
- Follow up on all carriers requests/ escalations
- Coordinate with internal teams to ensure requests from customers and carriers are processed and delivered
- Follow up compliance guidelines update
- Provide effective communication around internal team and carriers about KPIs
- Attend weekly meetings with each carrier in Mumbai and Delhi
- Writing product notes and presentations with projections when required

- Chasing Carrier for timely invoice data – its verification and escalation in case of discrepancy

- Selling USP of the product and pitting them against / on background of what is existing products

- Generating necessary documents for product integration
- Follow up for event IDs and other things necessary product integration
- Chasing Carrier teams for timely/ predictable payments and its follow up with right teams

Experience and skill set required:

- Impeccable organisational skills
- Excellent communication skills
- Good presentation skills
- Tenacity and good humour
- Applicants with experience dealing with carriers and more specifically, VAS departments would be greatly beneficial
- Experience using CRM tools such as Prosperworks or Salesforce

Package:

- Generous base salary + OTE commission
- Company phone
- Laptop
- International travel (when needed)

Company options scheme:

Upon successful completion of 6 months probationary period, each applicant will be invited to join the company share option scheme. Detail released at time of offer.

Recruitment process:

Phase 1: First interview to understand resume and experience as well as personality and employability factor.

Attendees: CEO and Head of Carrier Relations India

Phase 2: Task based interview where full brief will be sent with plenty of time for applicant to complete.

This normally involves you presenting by power-point on a task set followed by an element of role play in a real world situation.

Do not worry, both facets are 100% relevant to the role and the applicant's experience.

Attendees: CEO, COO and Head of Carrier Relations India