



Job Details

Reports to: Collections Planning Manager
Title: Collections Analyst
Location: Limerick
Duration: Permanent

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

Responsible for providing analysis, interpret collections data and project delivery. Ensuring processes are in place to achieve and maintain department goals and targets such as Bad Debt, Suspensions and Disconnections.

Specific Tasks/ Duties:

- Work with the business to refine collections practices to reduce outstanding debt and minimise debt write off
- Support the weekly collections run including dunning for consumer and mobile.
- As part of the Collections Planning team, complete in-depth analysis on various aspects of customer debt, agreed with the Collections Planning Manager, across all business areas and provide insight and proposals to reduce debt levels.
- Provide support and represent Collections when required in projects within the business.
- Proactively communicate and collaborate with internal and external partners, to analyse information needs, and functional requirements.
- Prioritize requirements to ensure that the most critical issues are addressed.
- The analyst must take a proactive approach to problem-solving, taking ownership of issues and having the determination to follow things through.

- Identify UAT test cases where required and complete UAT test execution for the Collections Dept.
- Provide ongoing support to Collections Planning Manager as required, including acting as point of contact for the department.

The Person:

- Proven track record of success in utilising a collaborative approach to finding solutions to problems
- Able to show a history of insight through analysis, comfortable working with large data sets and interpreting their meaning
- Excellent verbal and written communications skills
- Knowledge of Telecommunications systems and processes
- Advanced MS Excel, Word, PowerPoint etc.
- A team player
- Comfortable with change and working in a fast paced and challenging environment
- Passionate about excellence; not afraid to challenge the status quo and/or suggest new ideas

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.