

# Conversion Pricing & Audit Specialist

## Job Summary

The Telecom Conversion Pricing & Audit Specialist leads client-facing configuration of Advanced Pricing during eLation Billing conversions. This role works directly with telecommunications clients to define billing structures, configure pricing tables, and ensure accurate setup of rates, packages, charges, and taxing — while also serving as an internal training resource and subject matter expert on pricing configuration across the conversion team.

## Key Responsibilities

### ***Client Engagement & Configuration***

- Contact clients early in the conversion process to gather Advanced Pricing expectations and establish a project schedule
- Review eLation Financials/Billing integration with clients; define billing companies, revenue companies, Revenue Areas, and Billing Cycles
- Lead client meetings to review and configure USOC, Package, and Bundle Pricing
- Lead client meetings to review and configure Calculated Charges and Credits
- Lead client meetings to review and configure taxing setup
- Promote eLation best practices throughout client configuration sessions

### ***Audit & Quality***

- Work with clients to review Service Fallout and identify cleanup needed
- Partner with Conversion Development on Service Fallout and audit issues, with a focus on raising the audit percentage to reduce client research after conversion

### ***Documentation & Training***

- Maintain and update Advanced Pricing Setup documentation (R:\Conversion Templates\Worksheets\Billing)
- Present webinar-based training sessions for internal staff and/or clients
- Serve as a reference expert for conversion leaders who need to configure these tables independently

## Qualifications

- 2+ years of experience in telecom billing, pricing, or conversion/implementation roles
- Strong understanding of telecom rate structures, tariffs, USOC/package pricing, and usage-based billing models
- Experience with eLation Billing or comparable billing/conversion platforms strongly preferred
- Comfortable leading client meetings and configuration sessions independently
- Strong attention to detail with the ability to identify and resolve pricing discrepancies
- Proficiency in Excel (pivot tables, lookups, data comparison)
- Experience creating and delivering training materials or webinars a plus
- Excellent written and verbal communication skills, with the ability to explain technical configuration to non-technical stakeholders
- Ability to manage multiple concurrent client conversions and meet project deadlines

## Preferred Experience

- Background in telecommunications or another usage-based billing industry
- Prior experience serving as a subject matter expert or trainer within a conversion or implementation team

## Work Environment

Hybrid