

Billing Specialist (maternity leave)

We're looking for a **Billing Specialist** to join our united, dedicated, and enthusiastic team at LINK Mobility, Europe's leading provider of mobile messaging.

At LINK, we connect businesses to customers through our communications products and services that drive engagement and satisfaction during each stage of the customer journey.

You're probably already familiar with us: we're behind the messages you receive via SMS, WhatsApp, email, or even to check-in for your upcoming flight, receive delivery notifications, authenticate yourself to online banks, and so much more.

It's an exciting time to join LINK as we develop our award-winning communications platform as a service (CPaaS) offerings in this rapidly advancing tech industry.

We now have an open position in our Customer Care team, responsible for billing support. The position is a parental leave cover until the end of 2026, with the possibility, but no guarantee, of extension. This is a fantastic opportunity to become part of a high-performing team and gain valuable experience in customer support and billing within an international tech environment. Here, you will handle invoice inquiries from some of Sweden and Finland's largest corporate clients, keep our CRM systems updated, and contribute to month-end billing. With a large and varied customer base, no two days are alike, which is exactly what makes the job exciting.

You will be part of a team of 11 heroes, where the focus is on creating an outstanding customer experience, every day.

YOUR RESPONSIBILITIES

- Provide daily support for billing inquiries
- Respond to cases via email and phone
- Understand customer needs and deliver a first-class experience
- Ensure clear and understandable customer communication
- Support colleagues through knowledge sharing
- Acquire strong product knowledge
- Meet customer service expectations
- Follow up with customers to ensure satisfaction
- Perform daily updates and reporting
- Collaborate closely with our Norwegian Customer Care team

WE HOPE YOU HAVE

- Basic understanding of billing
- Experience in similar roles is a plus but not required
- Technical understanding and curiosity
- Knowledge of MS Office and CRM systems, preferably Salesforce (not mandatory)
- Fluent in Swedish and Finnish
- Strong communication skills in English, with understanding of Norwegian

OUR IDEAL MATCH IS

- Social and clear in their communication
- Skilled at building and maintaining good relationships
- A team player with strong collaboration skills
- Structured and good at prioritizing in a busy work environment
- Positive and able to engage both colleagues and customers

WE OFFER YOU

- A dynamic, international work environment
- Growth opportunities supporting personal and professional development

You will be entitled to more benefits depending on the country you are located in. Benefits are subject to local terms and conditions and may change during employment.

Location: Stockholm, Sweden OR Helsinki, Finland

Apply as soon as possible. Applications are reviewed on a rolling basis.

Questions about the role? Contact: Kristin Hvile, Head of Billing Support Northern Europe at

kristin.hvile@linkmobility.com.

LINK Mobility is listed on the Oslo Stock Exchange and has offices in 19 countries across Europe.

We continue to experience strong organic growth and recurring revenue as companies move more activities to mobile platforms. In 2023, LINK Mobility had a total revenue of NOK 6.3 billion.

Every employee is an important part of LINK Mobility. We do not tolerate any form of discrimination—active or passive—based on ethnicity, nationality, religion, disability, gender, sexual orientation, marital status, parenthood, union membership, political views, age, or any other characteristic that violates the principle of equality. LINK sees diversity as a driver of innovation and profitability.