



Title	Mobile Auditor
Business	Audit and Optimization
Reports to	Manager of Audit and Optimization

Advocate is an advisory and managed services company of IT business experts and data scientists dedicated to helping companies optimize their technology infrastructure. Utilizing marketplace intelligence, decision analytics and acceleration capabilities, Advocate partners with its clients in innovative ways to save money, improve performance and deliver crucial insight to help them make the best possible decisions related to their technology investments. That's why we work, Smarter. Together.

RESPONSIBILITIES

- **Bill and Service Order Audit:** Audits Wireless Telecommunications invoices for assigned Clients through the TEM platform, carrier billing portals and via paper invoices. Responsible for accuracy of charges in accordance with contract terms and service orders. Makes recommendations for savings opportunities.
- **Dispute Management:** Provides detailed analytics and supporting documentation for the purposes of filing disputes with carriers. Works closely with the Service Delivery Team to drive closure of disputes.
- **Optimization:** Building of trending models based on billing and usage histories, and taking those models into the future to determine which services and plans need to be changed, transitioned to another vendor and/or account consolidations.
- **Contract Management:** Understands and correlates contract terms to audit activities. Maintains a detailed database of contracts and terms for internal and external contract management exercises. Ability to validate orders with inventory and invoices.
- **Vendor Management:** Analyzes and recommends billing formats and account structures to best support audits and overall account management for different vendors. Works with outsourced 3rd party vendors to determine the best customization of reports and applications. Stays abreast of changes in the industry and makes thoughtful recommendations using this information.
- **Client Advocacy:** Can strongly represent clients through negotiations with carrier accounts and billing teams.
- **Data Aggregation:** Works with the Advocate Managed Services team and vendors to retrieve and/or compile data from various sources for both scheduled and ad-hoc audits, providing a detailed reporting output for delivery to clients.

SKILLS

- Strong organizational and interpersonal skills
- Excellent verbal and written communication skills
- Analytical aptitude with the ability to learn new information and skills quickly
- Ability to work well with teams and independently
- Ability to analyze problems and communicate results
- Keen attention to detail
- Comfortable working in a fast-paced environment; adjusts to change with ease



QUALIFICATIONS

- 4-year college degree in a business, finance or technology
- Previous experience in Audit and Audit and Telecommunications/Unified Communications billing analysis
- Strong working knowledge of Microsoft Office with advanced proficiency in Excel (formulas, pivot tables, v-lookups, etc.); Experience in Access is a plus
- Must provide Proof of Right to Work in the United States on the I9 Form

OPPORTUNITIES

- Join a company named to the **Inc. 5000** list of Fastest Growing Companies for **eleven consecutive years**.
- Named one of the Top 100 Workplaces by The Atlanta Journal-Constitution.
- Work daily with Fortune 500 Clients.
- Opportunity for rapid career advancement.

REWARDS AND BENEFITS

- Competitive base pay.
- Incentive bonus plan.
- Industry Competitive Health and Welfare Benefits.
- Company matched 401(k) with immediate vesting.
- Two paid days off for community service.
- Flexible work arrangement to support a good work-life balance.
- Professional development with a long-term career path.
- Continuing education and training reimbursement.
- Paid employee referral program.

If you'd like to join the Advocate team, send your cover letter and resume for consideration to: careers@advocateinsiders.com