

Job description:

Title: Routing Operations Specialist

Overview:

SMS Highway group is growing international messaging service provider. SMS Highway is specialised in direct to operator A2P SMS connectivity offering its service to major international OTTs, Enterprise and telecom wholesale companies. SMSH Group has its office in London, Bucharest, Munich, Cape Town, Dubai, Hong Kong – and now we are expanding our operations in Belgrade, Serbia.

The main role of Routing Operations Specialist is to ensure that traffic is flowing properly, critical data in the system is up to date and to take action which will maximize profitability of the company by testing and setting up routes according to the business requirements. Routing operations specialist is main internal point of contact of sales team for setting the customer accounts and escalation point customer support. Key to success in routing area is understanding of both technical and commercial aspects of A2P Messaging business, and ability to prioritise tasks.

Key Tasks include:

- Pricelist management
- Operational routing activities
- Escalation point for support team
- Managing compliance process
- Testing new suppliers
- Supporting other teams with data and actions (Carrier and Finance)

Key Stakeholders / Goals:

- Sales – Customer accounts is set properly and timely
- Customers – All Compliance requests are done fast and smooth
- Customer support – Escalated tickets are fixed fast or escalated further
- General business – Pricing and feature sets in the system are up to date

Requirements:

- Excellent English skills
- University Degree in Computer sciences, Business, or relevant experience
- Interest in Technology
- Proven fast learner with hands on attitude
- Relevant experience in Telecommunications especially in A2P SMS or Value-Added Service field is preferred
- Candidates with international business experience are welcome

Location – Belgrade, Zemun

To **apply** for this position please send you CV to careers@smshighway.com