



Palau National Communications Corporation VACANCY ANNOUNCEMENT

*It is the policy of Palau National Communications Corporation (PNCC) that qualified Republic of Palau Citizens be given **EQUAL EMPLOYMENT OPPORTUNITY** for employment consideration, with other country nationals utilized in positions for which qualified Republic of Palau Citizens are not available.*

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|-------------------------|--|--------------------------|--|
| Open Date: May 01, 2025 | | Close Date: May 22, 2025 | |
| Position Title | Roaming and Carrier Services Coordinator “Full Time Contractual Employment” | | |
| Salary Range | Commensurate with Experience | | |

JOB OBJECTIVES:

PNCC is seeking a strategic and versatile Roaming & Carrier Services Coordinator to support the International Carriers & Wholesale Manager across a range of critical Roaming and Wholesale services. This position will play a key role in managing partnerships, maintaining operational efficiency, and ensuring excellence in PNCC's International Roaming and Wholesale operations.

KEY DUTIES AND RESPONSIBILITIES:

1. A2P SMS & Wholesale Data

- Manage A2P SMS partnerships, ensuring accuracy in billing, tracking usage patterns, and optimizing message delivery.
- Collaborate with carriers and third-party providers to establish and maintain effective wholesale data agreements that enhance profitability and coverage.

2. Roaming Operations

- Support the setup and management of roaming agreements with global partners, optimizing service quality and cost-effectiveness.
- Track and analyze roaming performance, volumes, and traffic trends, providing recommendations for improvements and monitoring for anomalies.

3. Partner Relationship Management

- Support the International Carriers and Wholesale Manager in establishing, developing and maintaining financial and operational relationships with carriers, vendors, roaming partners, global circuit customers, and service providers.
- Assist in negotiating agreements and amendments with partners, following PNCC's strategic objectives.

4. Settlement and Reconciliation for Carrier Services

- Administer and reconcile settlements for international services across voice, data, roaming, and interconnect services.
- Process and forward monthly settlement statements, complete invoice reviews and reconciliations, payment processing, and manage disputes, escalating as needed.
- Track, analyze, and record revenue and expenses from international accounts, ensuring compliance with regulatory, corporate, and industry standards.

5. Traffic Analysis and Route Management

- Monitor traffic volumes and flow, analyzing cost and revenue structures to assess service profitability.
- Handle routing for international voice calls based on cost efficiency and quality of service, adjusting routes as necessary to optimize results.

6. Process Improvement and Innovation

- Contribute to measurable process improvements by implementing new technologies and streamlining settlement, invoicing, and reporting workflows. Identify and recommend specific opportunities to enhance efficiency and accuracy in these processes.

7. Analytics and Reporting

- Generate regular performance reports on international roaming and wholesale services, leveraging insights to monitor KPIs, highlight trends, and recommend areas for improvement.

8. Market & Industry Insights

- Stay informed on market trends, regulatory changes, and emerging technologies within telecommunications, providing strategic insights to enhance PNCC's competitive position.

Qualifications:

- **Education & Experience:** High School Diploma or relevant experience in telecommunications operations, finance, or business administration. Equivalent experience in a related role may also be considered.
- **Technical Skills:** Proficiency in data analysis and Excel; strong analytical and organizational skills; ability to understand financial principles.
- **Communication Skills:** Effective verbal and written communication skills in Palauan & English, with other language proficiencies positively considered.
- **Personal Qualities:** Detail-oriented, adaptable, resilient, and able to manage multiple priorities.
- **Additional Skills:** Familiarity with telecom operations, strong critical thinking, and negotiation skills. Also, a proactive, motivated team player with excellent interpersonal and organizational skills. Bring a strong analytical mindset and enthusiasm for telecommunications. Grasp new ideas and methods quickly and are adaptable to new technologies.

Licenses and other requirements:

Possession of a valid Republic of Palau's driver's license.

HOW TO APPLY:

EMPLOYMENT APPLICATION FORMS ARE AVAILABLE AT THE PNCC HUMAN RESOURCES OFFICE LOCATED IN NGERUSAR, AIRAI STATE AND THE PNCC KOROR BUSINESS OFFICE (KBO) LOCATED IN DOWNTOWN KOROR ACROSS FORMER PALAU NATIONAL CONGRESS BUILDING OR SEND RESUMES TO THE FOLLOWING ADDRESS:

HUMAN RESOURCES OFFICE
PALAU NATIONAL COMMUNICATIONS CORPORATION
P.O. BOX 99 – ONE AIRPORT ROAD
KOROR, REPUBLIC OF PALAU 96940
EMAIL: mchin@pnccpalau.com