



Billing Administrator

Job Scope

As a billing administrator at Facility Solutions Group, you will play a crucial role in ensuring the smooth functioning of the company's financial operations. In this role, you will manage the entire billing process, which includes generating invoices, monitoring account receivables, and handling customer inquiries related to billing and payments. You will be expected to maintain high accuracy, timeliness, and attention to detail in all your billing-related tasks. Additionally, you will work closely with other departments within the company to ensure that all billing processes are aligned with the company's overall financial strategy.

Responsibilities

- Accurately and promptly generate customer invoices based on sales or service agreements. Ensure adherence to billing schedules and customer-specific billing requirements. Thoroughly verify and reconcile invoice data to guarantee accuracy in billing information, pricing, and applicable discounts. Conduct periodic audits to ensure consistency and compliance. Review and process billing adjustments, credits, and refunds, adhering to established policies. Investigate and resolve billing discrepancies or issues promptly, collaborating with relevant stakeholders. Monitor accounts receivable, proactively following up on overdue payments. Implement effective strategies to reduce delinquency and improve overall collection processes. Collaborate seamlessly with sales, customer service, and finance departments to address and resolve customer inquiries or disputes related to billing and payments. Provide timely and accurate information to internal stakeholders. Maintain accurate and up-to-date customer records, including contact information, payment terms, and billing preferences. Ensure records comply with data protection and privacy regulations. Prepare and analyze comprehensive accounts receivable reports, including aging reports, collection status, and cash flow projections. Provide management insights based on data analysis. Conduct regular billing process reviews, identifying improvement areas to enhance efficiency and accuracy. Implement process enhancements and communicate changes to the team. Stay updated on industry best practices and billing and accounts receivable management regulations. Ensure adherence to regulatory requirements and recommend adjustments as needed. Provide training and guidance to team members on evolving billing procedures, systems, and industry standards. Foster a culture of continuous learning within the billing department.

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



Explore opportunities for systems integration and automation to streamline billing processes. Collaborate with IT and other relevant departments to implement technological enhancements. Develop and implement KPIs to measure the efficiency and effectiveness of billing processes. Regularly assess and report on performance against established KPIs.

Requirements

- High school diploma or equivalent. An associate or bachelor's degree in accounting, finance, or a related field is preferred.
Proven experience in billing, accounts receivable, or related financial roles.
Strong knowledge of billing processes, including invoice generation, accounts receivable management, and payment processing.
Proficiency in using billing software or financial systems for invoicing, collections, and reporting.
Excellent attention to detail and accuracy, with the ability to manage large volumes of data and meet deadlines.
Strong analytical and problem-solving skills to identify and resolve billing discrepancies or issues.
Effective communication and interpersonal skills to interact with customers, internal teams, and stakeholders.
Familiarity with relevant regulations, such as GAAP (Generally Accepted Accounting Principles) and tax laws.
Proficient in using spreadsheet software (e.g., Microsoft Excel) for data analysis and reporting.
Strong organizational skills and the ability to prioritize tasks effectively.
Experience with ERP (Enterprise Resource Planning) systems, such as SAP, Oracle, or NetSuite, is preferred but not mandatory.