



Billing Supervisor

Job Scope

As the Billing Supervisor for Facility Solutions Group, you will be the driving force behind the success of the billing department. Your extensive experience and expertise in the field will be put to use as you lead and manage the team responsible for ensuring accurate and timely invoicing. You will be responsible for monitoring accounts receivable, ensuring the department meets all internal and external deadlines, and providing guidance and leadership to the team. Your keen eye for detail and commitment to quality will be essential as you oversee the billing process from start to finish. With your help, Facility Solutions Group will continue to maintain its reputation for excellence in billing and customer service.

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.

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.



Foster a culture of continuous learning within the billing department.
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.

Requirements

- Ensure adherence to regulatory requirements and recommend adjustments as needed.
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