

Billing Supervisor

Job Summary:

The Billing Supervisor will lead and manage a team of billing specialists who are responsible for sending invoices to clients and collecting payments.

Supervisory Responsibilities:

- Interviews prospective employees and chooses the best applicant based on skills, knowledge, and abilities required for the job.
- Trains and oversees employees involved in billing functions.
- Directs assigned tasks and provides assistance as needed.
- Assists with performance evaluations.

Duties/Responsibilities:

- Oversees the preparation of statements and bills.
- Maintains and/or ensures maintenance of client records related to invoicing and bill payment.
- Reviews work of billing staff to ensure accuracy, resolving inconsistencies as needed.
- Creates and provides a prioritized list of clients to be invoiced to team members.
- Locates, or assists in location of, hard-to-reach clients.
- Drafts and distributes weekly reports of invoicing and billing metrics.
- Advises staff on proper, legal parameters for collections practices; ensures that all billing actions comply with company, local, state, and federal guidelines.
- Provides customer support to customers with disputes or inquiries concerning invoices or billing process.
- Performs other related duties as assigned.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Proficient in Microsoft Office Suite or related software.
- Basic understanding of collection practices and laws.
- Excellent interpersonal and supervisory skills.
- Ability to act with discretion, tact, and professionalism in all situations.
- Ability to maintain records and produce reports.
- Extreme attention to detail.

Education and Experience:

- High school diploma or equivalent required; Associates degree highly preferred.
- At least five years of related experience required.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.