



Job Description Title: Billing
Division/Department: Accounting/Finance
Location: Miami
Reports to: Billing/Collections Supervisor
Work Schedule: 8:00 a.m. to 5:00 p.m.
Monday through Friday
Must be able to be flexible weekends and overtime on an as needed basis.

Exemption Status: Non-Exempt

Summary of duties and responsibilities:

1. Deal directly with customers either by telephone, electronically or face to face
2. Build a business relationship with customers by greeting them in a courteous, friendly, and professional manner, while ensuring invoicing for training is issued promptly to achieve maximum collection potential.
3. Handle all incoming new work order invoice requests and revisions, and prepare invoices, correspondence and follow ups as needed.
4. Ensure that all customers receiving training are invoiced for services ordered and rendered.
5. Perform customer account reconciliations as needed and proceed with additional billing as needed when siting differences.
6. Assist and work with sales personnel to ensuring work order billing accuracy.
7. Posting of A/R credit card payments into Microsoft/Dynamics Accounting System.
8. Monitor and report status' as needed on problem accounts.
9. Providing support and assistance to Supervisor as needed and requested.
10. Perform other related duties and assignments as requested

Education, prior work experience, and specialized skill and knowledge:

Computer knowledge in MS Word, Excel and Outlook. Great Plains knowledge preferred. High detail orientated personality. Knowledge of Generally Accepted Accounting Principles and Practices. Ability to make good decisions. Strong attention to detail and accuracy. Resolve issues in a clear and calm matter. Ability to communicate clearly and professionally, both verbally and in writing. Possess a strong work ethic. Bachelors' Degree preferred or experience equivalent.

Physical environment/working conditions:

Office environment. May have some light lifting up to 30lbs. May require prolonged periods of sitting or standing. Bending and stooping. May have prolonged computer usage.

Equipment/machinery used:

General office equipment, such as: facsimile, copier, personal computer, laminating machine, etc.

I have read and understand the duties outlined in this job description.

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date Signed

Date Signed

