



Job Description Title: Billing & Collections Supervisor
Division/Department: Accounting/Finance
Location: Miami
Reports to: Vice President & CCO
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: Exempt

Summary of duties and responsibilities:

1. Supervises billing and related accounts receivable and collections duties and staff.
2. Coordinating the collection, reconciliation, and evaluation of billing data; preparing special reports.
3. Performs audits of customer accounts to help maintain collections processes remain efficient, and provides necessary recommendations and feedback to Management on delinquent accounts.
4. Deal directly with customers either by telephone, electronically or face to face.
5. Build a business relationship with customers by greeting them in a courteous, friendly, and professional manner, while achieving collection of payment.
6. Handle collections calls, correspondence and follow ups as needed.
7. Ensure that all customers comply with payment arrangements or payment terms offered/contracted.
8. Ensure daily, biweekly and monthly billing occurs timely and accurately.
9. Ensures daily posting of A/R occurs timely and accurately.
10. Prepare daily Accounting payment status report for future outstanding work orders.
11. Follow up on outstanding past dues and make recommendations as needed on bad debt accounts.
12. Monitor and report status' as needed on problem accounts.
13. Providing support and assistance to Management as needed and requested.
14. Protects organization's value by keeping information confidential.
15. 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. 5+years' experience required.

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