

<b>Job Title:</b>	Service Billing Specialist	<b>Job Category:</b>	Administrative – Hourly
<b>Department/Group:</b>	Accounting	<b>Job Code/Req#:</b>	
<b>Location:</b>	Naples	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>		<b>Position Type:</b>	Full Time
<b>HR Contact:</b>	Kurt Englund	<b>Date Updated:</b>	12-22-16
<b>Applications Accepted By:</b>	Kurt Englund, HR Manager: Fax or Email: (239) 643-0400 or <a href="mailto:HR@ConditionedAir.com">HR@ConditionedAir.com</a>		

## Job Description

**Job Summary:** Multi-tasked individual with a high level of customer service skills. Ensure that all service invoices are reviewed and billed in a timely manner. Must be able to communicate effectively and possess a working knowledge of computers, modern office practices and procedures.

**Hours:** Mon. thru Fri. 8:00 am – 5:00 pm 1 hour lunch.

Nothing in this job description restricts management’s rights to assign or reassign duties and responsibilities to this job at any time. The following tasks/responsibilities are typical of the position but are not all encompassing. Each person is expected to help out in whatever duties are required to deliver a quality product on schedule.

### **Tasks & Responsibilities:**

1. Customer Service—the individual manages difficult customer situations, responds promptly to customer needs and solicits customer feedback to improve service.
2. Receive and organize work tickets from service technicians.
3. Verify billing amount and grammar for accuracy.
4. Prepare billings for clients based on labor and materials.
5. Process extended warranty billing online.
6. Set up new customer accounts; enter warranty and contract information when necessary.
7. Review and approve warranty invoices.
8. Resolve billing issues with customers and technicians.
9. Process billing in timely manner as specified by department goals (within 3 days).
10. Be a positive and encouraging presence in the office and always treat customers and coworkers with dignity, respect and professionalism.
11. Dependability—the individual is consistently at work and on time, follows instructions, respond to management direction and solicit feedback to improve performance.
12. Participate in all company meetings.
13. Other duties as assigned.

## **Relationship to Others**

The Billing Specialist reports directly to the Service Billing Supervisor & CFO and may work closely with other management team members and with internal support staff. Optimally, over time the Billing Specialist will have increased opportunity and assume increased responsibility for meeting department's needs. It is therefore necessary that the Billing Specialist maintain a satisfactory client relationship, relating to vendors, clients and fellow team members in a mature, thoughtful, professional and pleasant manner. Minimally, the Billing Specialist must display a demeanor that exhibits our Mission Statement and Core Values, as well as show empathy, patience, understanding and a genuine interest in others. The Billing Specialist performs a lead role in promoting interdepartmental communications and cooperation.

## **Required Skills/qualifications:**

1. Strong communication skills
2. A calm and courteous demeanor. Ability to remain pleasant and positive in a high stress environment.
3. Excellent attendance and punctuality.
4. A professional appearance and telephone manner is essential.
5. Knowledge of customer service principles and practices.
6. Must have knowledge of office administration procedures and use and operation of standard office equipment at a level generally acquired through 3+ years related experience.
7. Must be proficient in MS Word and Excel.
8. Continual attention to detail in composing, typing and proofreading.
9. Establish priorities and meeting deadlines.
10. Knowledge of air conditioning / HVAC terminology a plus.

**Working Conditions:** Inside office environment.

**Physical Demands:** Regularly required to stand or sit, and move about the facility.

## **Education and Formal Training:**

- High School diploma or GED preferred.

## **Experience:**

- 3+ year's experience in billing preferred.
- HVAC experience a plus!

## **Materials and Equipment Used:**

Office Equipment; phone, copier, computer, MS Office and fax.

**Affirmative Action / Equal Opportunity Employer / M/F/D/V /DRUG FREE WORKPLACE**

Applicant Name			
Applicant Signature		Date:	