

Billing Specialist

REPORTS TO: Director of Client Accounting

STATUS: Non Exempt

FREQUENT INTERACTION WITH: Lawyers, Directors, Staff



PRIMARY RESPONSIBILITIES

Encompasses all components of the client billing process. Prepare and finalize client bills to include the processing of transfers, write-offs, deferral requests, e-billing and multiple discounts by matter, apply retainer funds as directed by attorney and according to firm policy. Provide timely follow up assistance and ad hoc reports in response to requests from lawyers, legal assistants and clients regarding questions or problems arising from billing work.

PREFERRED KNOWLEDGE, EXPERIENCE & EDUCATION

- Ability to work well under pressure, meet frequent deadlines, changing assignments and prioritize multiple tasks.
- Excellent customer service skills, strong attention to detail and proofreading accuracy.
- Ability to work overtime as required.
- Ability to work effectively with people at all levels of the firm with tact and diplomacy.
- Intermediate proficiency in MS Word, Outlook and Excel, strong organizational skills, ability to work with minimal supervision.
- Ability to execute complex bills in a timely manner (i.e., multiple discounts by matter, split-party billing, preparation of electronic bills using various e-bill portals).
- Knowledge of the billing process and the ability to apply these skills.
- Client billing work experience, preferably within a law firm or professional services organization.
- Knowledge of Aderant Billing or other law firm system applications; demonstrated aptitude for learning new software
- Associate degree or equivalent related work experience and a basic knowledge of accounting principles is preferred but entry level may apply

CORE COMPETENCIES & EXPECTATIONS

Provide Exceptional Service and Contribute to Firm's Reputation for Excellence

- Consistently produce accurate, timely and thorough work product.
- Be efficient and effective; prioritize work and estimate the requirements of the project or assignment and map activities through completion.
- Manage assignments so that expectations and deadlines are understood and met with proper communication of status and issues.
- Take ownership of appropriate responsibilities and be accountable for the results of your participation.
- Be professional, considerate and courteous in all interactions. Listen, communicate and work effectively with all members of team and people at all levels (including clients, lawyers, co-workers and other business professionals) using tact, diplomacy and team building skills. Handle stressful situations with professionalism.
- Demonstrate knowledge and behavior that supports the Firm's vision, value statements, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.
- Work toward continued process improvements to meet the changing needs of the firm's clients and attorneys.
- Use good judgment in all that you do.

Display Business Acumen

- Take a leadership role in facilitating improvements in support functions.
- Look for ways to improve and promote a quality and cost-effective work product by analyzing and evaluating alternative solutions.
- Maintain a positive outlook and environment, be a positive workplace influencer and display appropriate attitude when changes are necessary.
- Demonstrate accuracy, thoroughness and attention to detail.

Display Initiative and Self-Motivation

- Anticipate lawyer, legal assistant and paralegal needs.
- Seek work from other staff members and maintain necessary skill and knowledge for staying busy.
- Obtain appropriate guidance and knowledge to be able to work without excessive supervision.

Outstanding compensation and benefits package for the right candidate. Email resume and letter of interest to Pamela Sachs, Director of HR (psachs@robinsonbradshaw.com).

Robinson Bradshaw recruits, hires and promotes for all positions without regard to race, color, religion, creed, national origin, citizenship status, disability, military status, veteran status, marital status, sexual orientation, gender identity, sex, genetic information or age. All terms and conditions of employment such as compensation, benefits, work assignment, availability of facilities and privileges of employment are administered on the same basis of equality.