

COMPANY: ThermFlo, Inc.
POSITION TITLE: Service Billing Specialist
LABOR CATEGORY: Non-Exempt
REPORTS TO: Service Billing and Coordination Supervisor
APPROVED BY: Chief Operating Officer
DATE: 07/06/2022

JOB SUMMARY

The Service Billing Specialist is responsible for the expeditious and accurate invoicing of all services provided by the service department. They collaborate with other team members to help ThermFlo collect payment and are primarily responsible for the process improvement of all related billing practices to maximize timely billing and customer payment of service invoices.

ESSENTIAL RESPONSIBILITIES

- Reviews and prepares cases for payment and filing. Provides information and documentation, as needed.
- Ensures clean records are kept.
- Updates and helps maintain customers, sites, and project information to maximize customer service and satisfaction.
- Audits purchase orders (POs) and works closely with the procurement team to ensure all transactions are accurate.
- Communicates with customers and representatives through designated portals.
- Works closely with our Service Coordinators, sister company, sales team, service agreements team, and accounting department to invoice cases accurately and promptly.
- Performs all credits and rebills, as needed.
- Assists with monitoring the status of all open cases.
- Reviews and follows up on the accurate and timely completion of work tickets from field employees.
- Conducts weekly service paperwork reconciliation.
- Reviews and processes technicians' timesheets.
- Actively drives process improvements to get service invoices out within 24 hours and paid within 30 days.
- Uses judgement to escalate necessary customer questions and concerns.

SECONDARY RESPONSIBILITIES

- Documents processes for training and process control.
- Cross-trains team members on mastered tasks.
- Participates in or leads additional projects, as needed.
- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures or any official Company documents.
- Other duties, as assigned.

ESSENTIAL QUALIFICATIONS AND REQUIREMENTS

- **Education and/or Experience:** Requires high school diploma or equivalent (GED) and a minimum of 3 years of relevant experience and/or training; or an equivalent combination of education and experience.
- **Communication Skills:** Excellent phone etiquette and verbal communication skills: Ability to listen effectively to understand the needs of internal and external customers. Ability to talk with customers, coworkers, and vendors, and appropriately adjust technical content to meet different audience knowledge. Ability to write effectively for electronic communication with customers, coworkers, and vendors. Ability to read and interpret documents such as customer specifications, warranties, and company standards.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, percentages, and decimals. Ability to calculate figures and amounts such as proportions, percentages, and volume. Ability to apply concepts of basic algebra.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to define problems, collect data, establish facts, and draw valid conclusions.

- **Computer Skills:** Ability to operate MS Office Suite (Word, Excel, Outlook) at an intermediate level. Minimum typing speed of 50 words per minute. Competency in computer business applications such as NetSuite.
- **Supervisory Responsibilities:** This position has no supervisory responsibilities.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, stand, walk; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- **Work Environment:** This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.
- **Position Type and Expected Hours of Work:** This is a full-time position, and typical work hours and days are Monday through Friday, 8:00 A.M. to 5:00 P.M. with one (1) hour unpaid lunch.
- **Other Qualifications:** Must be able to work individually and in a team to complete work assignments satisfactorily, manage multiple assignments/responsibilities simultaneously, be highly organized, and keep excellent attention to detail with focus on accuracy.

DESIRABLE QUALIFICATIONS

- **Education and/or Experience:** Associates Degree in Accounting or bachelor's degree with minimum of 18 credit hours in Accounting/emphasis in Accounting preferred. Minimum 3 years of related work experience or equivalent combination of education and experience preferred.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.