

January 2021

- I. OVERVIEW OF POSITION.** The Billing Specialist, a member of the Business Office staff, is a key position responsible for coordinating the billing and maintenance of client accounts. The Billing Specialist will perform monthly billing of client accounts, as well as performing reviews of billing documents and generating reports as needed. This position requires a highly detailed and reliable person who is team-oriented and has the ability to maintain a high level of confidentiality along with a thorough understanding of billing software and processes.
- II. REPORTING STRUCTURE.** The Billing Specialist works closely with other Business Office staff, however, the person in the person in this position will report directly to the Office Manager of the Firm.
- III. HOURS AND STATUS.** The Billing Specialist position is a full-time position generally working approximately forty (40) hours per week, however, some additional hours may be needed to meet Firm operational needs. Remote work is normally unavailable as business necessity requires in-person attendance for this position.
- IV. ESSENTIAL FUNCTIONS.** The Billing Specialist is responsible for the following essential duties:
- Coordinate monthly billing of clients.
 - Process and submit billing via multiple client billing platforms.
 - Review billing according to client-driven guidelines and expectations.
 - Conduct reviews of attorney edits prior to executing billing.
 - Keep record of client accounts with updated charges, payments, and overages to the account.
 - Enter matter reports and contact information for new matters assigned to the firm.
 - Generate thorough billing reports on a specified basis.
 - Communicate effectively and professionally with staff and attorneys and the Firm's clients, and vendors when addressing Firm billing obligations
 - Ensure confidentiality of client and personnel information.

While the Firm provides this job description in an effort to define the essential functions and responsibilities of the Billing Specialist position, this description is a summary representative of the duties and responsibilities required of this position and may not include non-essential duties. Duties or responsibilities may be added or modified at the discretion of the Office Manager in accordance with the business needs of the Firm. An individual in this position may be asked to perform duties assigned to others if coverage is necessary.

V. CORE COMPETENCIES.

- Excellent computer and software skills.
- Strong organizational, communication, delegation and relationship-building skills.
- Excellent oral and written communications skills.
- Ability to prioritize while meeting all deadlines and demonstrating a high level of reliability and efficiency.
- Ability to work in a very fast-paced environment and adapt to changes.
- Highly detail oriented and ability to multi-task.

- Proficient in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint), ProLaw, Client Pay and various client E-billing websites.
- Must work well in a team-oriented environment.

VI. PHYSICAL AND MENTAL DEMANDS OF POSITION.

A. Physical Demands.

- Ability to verbally and effectively communicate to individuals and groups.
- Ability to regularly utilize a computer keyboard, monitor and other electronic equipment to prepare reports, communicate and perform other duties.
- Ability to endure a sedentary type of work requiring a great deal of sitting at a computer.
- Ability to work at least forty (40) hours a week on a consistent basis.
- Ability to read and interpret documents such as invoices, contracts, edits, etc.

B. Mental Demands.

- Ability to work effectively and efficiently and remain poised in high stress and conflict situations.
- Ability to simultaneously address multiple complex problems.
- Ability to multitask without loss of efficiency or accuracy.
- Ability to sustain attention with or without distractions.
- Ability to interact and communicate professionally and appropriately with a variety of individuals.
- Ability to meet time sensitive deadlines.
- Ability to maintain attendance sufficient to properly meet deadlines and satisfactorily perform work duties.

VII. QUALIFICATIONS FOR POSITION.

A. Qualifying Education.

- Preferred: Four year college degree from an accredited college or university, preferably in business, accounting or finance.

B. Qualifying Experience.

- Preferred: Significant prior experience working in a law or other professional firm.
- Preferred: Significant prior experience working in a billing department or similar role.

While the Firm seeks these qualifications for this position, the Firm reserves the right to consider experience in lieu of education and to determine the best combination of education and experience appropriate for the position.