



Job Description

Job Title: Major Account Billing Specialist

Department: Service Contracts

Reports to: Contract and Billing Director

FLSA Status: Non – Exempt; 8:00 am – 5:00 pm, Monday – Friday (40 hours per week)

Major Account Billing Function:

Coordinate and review the formulation and finalization of service contract billings for major accounts as required in coordination with management and staff. Ensure compliance of appropriate regulations.

Responsibilities:

- Manage the status of accounts and balances and identify inconsistencies
- Check the data input in the accounting system to ensure accuracy of final bill
- Issue invoices, account statements, bills and sent them to customers through various channels ([mail](#), e-mail etc.)
- Update accounting records with new payments, balances, customer information etc.
- Coordinate with staff to ensure proper billing and collection of contractual revenue
- Maintain computer database for the contract management system
- Reply to all inquiries relating to service contracts rates, dates, coverage type, excess charges, extended warranties, renewals, upgrades and downgrades
- Order processing to include billing of equipment, set up and billing service contracts, barters and service in lease agreements
- Principles, procedures and governing regulations of contract services
- Prepare clear and concise reports
- Perform other job related duties as necessary or assigned

Requirements:

- Excellent knowledge of MS Office (particularly Excel)
- Excellent math ability
- Excellent communication skills both verbal and written
- High degree of attention to detail and trustworthiness
- Good time-management and organizational skills
- High School Diploma
- Associates degree in Business (Preferred)