



The World's #1 Chauffeured Transportation Company

POSITION: Billing Specialist
DEPARTMENT: Accounting
REPORTS TO: Billing Supervisor
LOCATION: Waltham, MA

SUMMARY: Carry out the day-to-day functions of the billing team

PRIMARY RESPONSIBILITIES

- Review and process the hours and pricing of daily assigned trips
- Maintain awareness of all pricing by location and client
- Research and resolve questions and incidents on a case-by-case basis
- Assist with monitoring of department inboxes
- Assist with Accounts Payable and Accounts Receivable processes as needed
- Contact Affiliate Partners weekly (via email and/or phone) to obtain missing invoices
- Provide customer support to clients via phone and email as necessary
- General support of other accounting staff

REQUIREMENTS (Experience & Skills)

- Education - Associate or Bachelor's degree in business/accounting preferable; minimum high school diploma, GED, or equivalent
- Ability to use creative means to resolve unique problems
- Excellent data entry skills: accuracy, thoroughness, and attention to detail
- Must have experience with MS Office Products
- QuickBooks experience is preferable
- Strong communication skills, both oral and written, and strong customer service/support and problem resolution skills required
- Solid judgment skills and sense of urgency required
- Excellent organizational skills, ability to multi-task
- Experience in a fast-paced, mission-critical environment a plus

Our ideal candidate possesses, but is not limited to, the following:

- 1-4 years accounting administrative or billing or AP/AR experience
- Strong customer service skills, including conflict management skills
- Excellent organizational skills and attention to detail
- Excel skills and experience with QuickBooks is a plus
- Associate or Bachelor's degree in business/accounting preferable
- Ability to multitask

PHYSICAL DEMANDS

- Primarily remains in a stationary position
- Primarily operates a computer and other small office equipment (calculator, binding machine)
- Frequently moves about inside the office to access printers, copiers, fax
- Frequently communicates, in English, with employees at all levels

Note: CWW may modify the aforementioned job description from time to time based on the evolving needs of the organization