TPA Benchmark Talent Solutions℠

Billing Manager
Job 203
Remote

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Job Specifications

NATURE OF WORK

The Billing Manager manages client billing operations, including invoicing, payment processing, account balances, collection follow-up, fee schedules, service agreements, and billing records.

ILLUSTRATIVE TASKS

- Reviewing invoices and statements prior to distribution.
- Overseeing client payment posting and deposits.
- Reviewing billing specifications.
- Reviewing and maintaining fee schedules and service agreements.
- Monitoring outstanding client balances.
- Coordinating collection follow-up.
- Reviewing subsequent bills and collection efforts.
- Reviewing billing spreadsheets and account records.
- Resolving billing discrepancies.
- Communicating with clients regarding billing issues.
- Coordinating billing matters with other departments.
- Reviewing platform forms for TPA payment requests.
- Supervising and training Billing Support.
- Monitoring departmental workflow and deadlines.
- Reporting significant billing issues to the Controller / Office Manager.

KNOWLEDGE, SKILLS AND ABILITIES

- Microsoft Office and Excel proficiency.
- Knowledge of billing/accounts receivable processes.
- Basic accounting knowledge.
- Knowledge of financial statements.

- Strong reconciliation and analytical skills.
- Excellent customer-service skills.
- Professional written and oral communication.
- Ability to supervise and train staff.
- Strong organizational and follow-up skills.
- Ability to maintain accurate records.
- Ability to resolve account discrepancies.

EXPERIENCE AND EDUCATION REQUIREMENTS

- Associate or bachelor's degree in Accounting, Finance, Business, or related field preferred.
- Billing, accounts receivable, accounting, or finance experience preferred.
- Supervisory experience preferred.
- Retirement-plan/financial-services experience preferred.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

Standard office physical/work-environment requirements apply. The existing billing description uses regular computer/telephone work, occasional light-to-moderate lifting, moderate office noise, extended computer work, and possible overtime/weekends