



**TITLE: Customer Service & Accounting Operations Specialist**

**Exempt/Non-Exempt:** Non-Exempt

#### **GENERAL DESCRIPTION OF DUTIES**

- **Serve as the primary customer service contact**, answering and returning a high volume of inbound calls, scheduling appointments, resolving billing and service inquiries, processing payments, and ensuring a consistently positive customer experience.
- **Own day-to day Accounts Payable and Accounts Receivable operations**, including invoicing, payment application, reconciliations, collections, vendor payments, credits, refunds, and maintaining accurate financial records in QuickBooks and the ERP system Ignite.
- **Support overall financial and office operations**, ensuring accurate billing, timely collections and payments, compliance with internal controls, and effective coordination with management, dispatch, and operations teams.

**REPORTING TO:** General Manager

#### **SPECIFIC JOB DUTIES AND RESPONSIBILITIES**

- **Office Operations-** Responsible for ordering supplies and inventory. Ensuring Copiers and mailing systems are properly functioning
- **Customer Service support-** Serve as the primary point of contact for answering and returning a high volume inbound calls, scheduling appointments, resolving customer inquiries, processing payments and providing accurate information to ensure a positive customer experience.
- **Financial Operations-** Responsible for billing and collections functions and working with Management team to ensure timely and accurate billing and resolution of any issues or errors.
  - **Accounts Receivable-** Ensure timely collections of payments and maintain accurate financial records: Key responsibilities include:
    - **Invoicing:** Prepare and send accurate customer invoices based on work orders.
    - **Payment Processing:** Record and apply customer payments to the correct accounts.
    - **Check Processing:** Remotely scan and deposit incoming checks as part of daily payment processing.
    - **Payment Reconciliation:** Reconcile daily credit cards, checks, cash and EFT payments across two systems the following day and accurately record transactions in Quickbooks.
    - **Account Reconciliation:** Match payments to invoices and resolve discrepancies.
    - **Credit Handling & Refunds:** Manage customer credits; apply them to future invoices or process refunds when appropriate. All refunds must be reviewed by the General Manager.
    - **Collections:** Monitor overdue accounts and follow up to ensure timely payments.
    - **Customer Communication:** Handle billing inquiries, disputes and credit questions.
    - **Reporting:** Generate AR aging reports and monitor payment activity.
  - **Accounts Payable-** Ensure timely processing of payments and maintain accurate financial records: Key responsibilities include:
    - **Invoicing:** Receive, review and enter vendor invoices accurately.
    - **Payment Processing:** Process payments via check.
    - **Account Reconciliation:** Reconcile vendor statements, including credit card accounts, and resolve discrepancies.
    - **Expense Verification:** Ensure proper approvals are in place, all receipts are attached, correct allocation and expense accounts are used.
    - **Vendor Management:** Maintain vendor records and respond to inquiries.
    - **New Vendor Setup:** Verify that new vendors have completed a W-9 form for 1099 purposes and proved proper insurance documentation if required.

- **Fuel Assistance program** – Responsible to manage all transactions: post awards, transfers and deposits, end of season report.
- **Dispatching Assistance**- Assist with dispatching to include posting fuel tickets, calling customers in advance of deliveries, posting & filing tank inspections. Additionally learning the dispatching process.
- **Other duties:** Performs all other duties as needed or assigned (i.e. audit support)

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Strong knowledge of energy billing processes
- Proficiency in QuickBooks or a comparable accounting software
- Experience working within general ledger account systems
- Advanced Excel skills.
- Understanding of billing, credit and collection laws and regulations
- Experience preparing and making bank deposits electronically
- Proficiency in reconciling payments received.
- Experience multi-tasking ability in a fast-paced, deadline driven environment
- Exceptional communication skills
- Strong conflict resolution and customer service skills
- High attention to detail and accuracy
- Demonstrated integrity and confidentiality
- Adaptability and willingness to take on new responsibilities as necessary
- Problem-solving ability
- Understanding of AP/AR best practices.

#### **MINIMUM TRAINING AND EXPERIENCE**

- Associates degree preferred or equivalent work experience in accounting, billing or finance
- Must be bondable working with money.

#### **Physical Ability:**

Light work: Exerting up to 40 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.