



Customer Service & Accounting Operations Specialist

Pay: \$22–\$28 per hour, based on experience

Reports To: General Manager

We are seeking a detail-oriented Customer Service & Accounting Operations Specialist to support both customer service and core accounting functions. This role combines high-volume customer interaction with responsibility for Accounts Receivable, Accounts Payable, and general office and financial operations.

Responsibilities

Customer Service & Office Support

- Serve as the primary contact for inbound calls, scheduling, and service inquiries
- Resolve billing questions, payment issues, and customer concerns
- Process customer payments and provide accurate account information
- Support general office operations, including supplies and equipment needs

Accounts Receivable (AR)

- Create and send customer invoices based on work orders
- Apply and record payments across QuickBooks and Ignite
- Reconcile daily payments (cash, check, credit card, EFT) across systems
- Manage collections and follow up on overdue accounts
- Handle billing disputes, credits, and refund requests (subject to approval)
- Maintain accurate customer accounts and prepare AR aging reports

Accounts Payable (AP)

- Enter and process vendor invoices
- Process vendor payments and maintain accurate records
- Reconcile vendor statements and resolve discrepancies
- Ensure proper documentation, approvals, and receipt verification
- Assist with vendor setup including W-9 and insurance documentation

Additional Duties

- Support fuel assistance program transactions and reporting
- Assist dispatch team with fuel tickets and customer communications as needed
- Support audits and other administrative/financial tasks as assigned

Qualifications

- 2+ years of experience in accounting, office administration, or customer service
- Experience with Accounts Payable and Accounts Receivable required
- Proficiency in QuickBooks or similar accounting software
- Strong Excel and data entry skills
- Excellent communication and customer service skills
- High attention to detail and accuracy
- Ability to manage multiple priorities in a fast-paced environment
- Must be comfortable handling financial transactions (bondable preferred, not required)

Physical Requirements

- Light work: occasional lifting up to 40 lbs, frequent lifting up to 10 lbs
- Ability to sit and work at a computer for extended periods