

# Job Description

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**Job Title:** Service Contract & Billing Specialist I

**Department:** Service Contracts/ Billing

**Reports to:** Service Contract Supervisor

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

**Service Contracts Assistant Function:**

Coordinate and review the formulation and finalization of customer service contracts 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.
- Answer questions and handle complaints from customers regarding bills
- Coordinate with staff to ensure proper billing and collection of contractual revenue
- Resolve contract payment disputes and confer with other departments concerning contract payments and compliance
- 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
- Data entry and maintenance in accounting software program
- Order processing to include billing of equipment, set up and billing service contracts, barbers and service in lease agreements
- Maintain and prepare contract renewal documents
- Principles, procedures and governing regulations of contract services
- Prepare clear and concise reports
- Exhibit professionalism while dealing with tough internal as well as external customers
- 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)