



Position: Service Accountant

Reports To: Service Operations Supervisor

Summary

The Service Accountant primary job duty is to process invoices for our service customers and help ensure timely payment. Providing these services in an effective and efficient manner will ensure that company finances are accurate and up to date.

Responsibilities

- Creation of invoices for work performed by the Service Department; utilizing both system information and input from Service team members
- Submit invoices to customers based upon specific billing requirements and provide necessary backup information
- Provides operational support for customers, the Service Operations Supervisor, Account Executives, and Department Manager
- Submit prevailing wage documentation to the state as needed
- Update service tracking tool for work orders
- Provide customer updates to accounting database in the work order module
- Complete credit card payments when necessary
- Review GL to ensure that charges are applied to the correct account
- Work with local Union representative for the timely submission of applications for Work Recovery program
- Able to compile information from multiple sources to ensure the accuracy of billing amounts
- Meet all billing deadlines designated by customer expectations and contractual agreements
- Understand the flow of information between Field Connect (Service Department-specific software) and Spectrum (Company ERP system) and help ensure full utilization of both systems
- Setup and review contracts to understand billing requirements and enter customer and contract information to support those requirements while maintaining service tracking tools
- Follow-up with customers on outstanding invoices including documenting collection efforts and engaging management when appropriate
- Handle invoice questions and disputes from customers; engaging management when appropriate
- Ensure the accuracy and completeness of customer and contract data in all systems
- Assist with reporting on profitability and Service department metrics
- Provide historical data for contract renewals and other information as requested by Account Executives
- Act as a liaison between the Service and Accounting Departments to help with the flow of information
- Other duties as assigned

Experience & Education

- Technical billing experience: 5-7 years
- High School diploma or equivalent. Accounting degree preferred.

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- Strong Microsoft Excel, Word, and Outlook skills
- A working knowledge of SharePoint, Adobe Acrobat, and Bluebeam Revu software would be considered an advantage.
- Able to work independently with minimum supervision or in a team atmosphere
- Able to adapt to multiple and varied responsibilities
- Have strong organizational and analytical skills
- Able to consistently set goals and meet deadlines and adapt to flexible responsibilities
- Able to effectively interact with customers, co-workers and vendors
- Possess strong verbal, written, analytical, and interpersonal skills

Physical Demands

- Includes sitting, standing and bending, repetitive motions of hands and wrists due to frequent computer use
- Able to see and hear well (either naturally or with correction), and speak clearly
- Some lifting of up to 10 – 20 lbs may be required
- Must be capable of working extended hour days when job/business needs demands

Additional Information

- Type: Full-time
- Experience: Experienced
- Compensation: Hourly plus standard company benefits