

Support Specialist – Billing

Description

As an Ebilling specialist at Intelliteach you will assist with the management of electronic billing for multiple law firms as part of a centralized team. Your responsibilities will include: gathering information and documentation to facilitate the set-up of new clients, then ongoing maintenance of existing clients, in the designated Ebilling Software and vendor sites; collaborating with the local team, as well as firm personnel, to ensure the timely submission of invoices and resubmission of corrected and/or appealed invoices. This role acts as a primary support and back up for the (Manager's Title).

Responsibilities

- Submit monthly electronic invoices to firm clients, ensuring all client and firm guidelines are followed during submission.
- Track the status of electronic invoices from submission to acceptance.
- Resolve rejections until submission is successful and keep documentation of issues/resolution.
- Resolve residual balances by: appeal, working with timekeepers directly for details to submit for repayment; or write off, through the appropriate assigned personnel.
- Liaise between firm's billing/collections team, billing attorneys, secretarial staff and clients regarding ebilling, as directed.
- Set-Up and maintain vendor sites for: new matters, new timekeepers, new and revised budgets and ongoing rates.
- Identify, research, and troubleshoot rejected invoices and other issues as they arise so that electronic invoices are properly submitted and accepted by clients. Interact with various groups, to document and educate timekeepers to preclude future issues and expedite the acceptance of electronic invoices.
- Coordinate resubmission of invoices with billing team, billing attorneys, secretaries and client representatives. Ensuring corrective action is in place for future submissions.
- Assist in the preparation and maintenance of Ebilling manuals, reference guides, and educational tools that support the Ebilling operation.
- Assist with analyzing industry trends, proactively seeking ways to improve current process and maximizes efficiency with the group.
- Assist with special projects and ad-hoc requests as directed by management.
- Other Duties as they arise.

Qualifications

Experience: 1 year of professional work experience with legal electronic billing.

Skills and Ability

- Service oriented and self-motivated, consistently performing with a high sense of urgency and pride in product.
- Superior organizational skills and must be detail-oriented.
- Superior technical skills, must work in multiple software programs and online vendor websites.
- Prefer experience with law firms.

Hiring organization

PulseHRM

Employment Type

Full-time

Job Location

Porvorim Goa

Working Hours

Shift 06.30 pm to 03.30 am IST

Date posted

July 16, 2024

Valid through

31.10.2024

- Prefer knowledge of EBilling platforms such as EbillingHUB, Tymetrix, Serengeti, etc.
- Advanced proficiency with Microsoft Excel and Microsoft Office products.
- Excellent written and verbal communication and interpersonal skills, and an ability to establish and maintain relationships with partners, attorneys, finance staff, clients, and third party vendors.

Education

Bachelor degree preferred.