

Billing Co-ordinator (JF2)

Role Purpose

The role of the Billing Coordinator is to successfully bill in line with the Client's billing protocols. The Billing Coordinator will be the designated Subject Matter Expert (SME) in relation to the client's billing requirements and Practice Group management. You will be required to work closely with the e-billing teams, wider finance teams and BTK's to provide a seamless and 'right first time' billing experience for our clients.

This involves making sure all SLA's are met, emails within all group mailboxes are responded to within a timely manner, proformas are actioned promptly and, fee earners are chased each month, to reduce WIP and bill on time. You will also link in with the Practice Group Support Managers and Working Capital to support the strategic growth and development within the Business, looking at automation, reducing manual processes and resolving rejections. As a team member, you will be viewed as a senior member of the team and have the ability to drive the team, to continue our success. You will also act as a buddy/mentor to team individuals supporting them on their growth and development.

The role also covers 3 elements; matter validation, billing support and additional requests. In addition to these, you will be expected to understand the implications of billing on firm-wide cash flow and lock up.

Skills and Experience

- | | |
|--|---|
| <ul style="list-style-type: none"> Experience of working within a similar environment providing billing support to senior stakeholders Excellent communication, organisation and interpersonal skills, with the confidence to liaise with senior stakeholders and demonstrate flexibility and resilience Seeks to provide an outstanding level of client services at all times Excellent problem solving skills and using initiative, anticipates what is needed and takes appropriate action Strong relationship building skills, both internal and external | <ul style="list-style-type: none"> Influence, negotiate and manage conflicting demands using initiative Ability to delegate and own transactional activity Strong team ethic; offer to support where necessary Intermediate to advanced skills in Microsoft applications including Outlook and Teams Desire to strive and go the extra mile Flexible and easily able to adapt to change |
|--|---|

The Role

Matter validation

- | Work with CCU and the Billing Administrators to improve right first time completion of Intapp CMI. Identify any areas to improve the process
- | Have monthly WIP reviews to ensure ledger financial hygiene is maintained (write offs, transfers, BTK amendments etc.)
- | Identification of process gaps and inefficiencies and provide training for legal teams and JF1s on correct and improved matter protocols

Additional Requests

- | Work with the Dormant Balance team to reduce the exposure and share best practices over preventative measures. Being proactive, rather than reactive
- | Review lockup for each JF1 and spot areas of improvement
- | Hold internal stakeholder meetings
- | Undertake any ad hoc projects related to financial housekeeping and provide appropriate support as and when required to assist Working Capital – i.e. bill approval
- | Identification of process gaps or inefficiencies and the provision of training for legal teams on correct and improved matter protocols
- | Attend client meetings to improve the overall client relationship, improving our satisfaction scores and

Billing Support

- | Review the Concur visibility report on a weekly basis to make sure all invoices for the client/fee Earner and/or Practice Group are approved. Link in with the JF1s to resolve
- | Providing guidance to fee earners, partners and Legal PAs on the firm's financial processes and procedures relating to the billing process as well as building and managing relationships within finance
- | Review the number of proformas returned back to the Business due to errors/missing information. Look at training gaps or inefficiencies
- | Analyse the types of queries we are receiving from our clients. Spot trends to improve right first time proformas to reduce the cost in reversals and increased debt, protecting the client relationship
- | Co-ordination and resolution of e-billing rejections
- | Work closely with the e-billing teams and wider finance teams to provide a seamless and "right first time" billing experience for our clients
- | Take part in presentations, to enhance knowledge within the business to the client specific processes
- | Act as a subject matter expert for the firm and all areas relating to billing

building on collaboration

|