



## **JOB DESCRIPTION**

<b>JOB CODE:</b>	DIRBLGCO
<b>POSITION TITLE:</b>	Director of Billing & Collection Services
<b>DEPARTMENT:</b>	Collections
<b>OFFICE LOCATION:</b>	<input checked="" type="checkbox"/> Cleveland
<b>FLSA STATUS:</b>	Exempt
<b>STANDARD HOURS:</b>	<input checked="" type="checkbox"/> 8:45am - 5:15pm
<b>REPORTS TO:</b>	Chief Financial Officer

### **POSITION SUMMARY**

The Director of Billing & Collection Services will be a key member of the firm's finance leadership team and will be responsible for providing strategic direction and day-to-day leadership to the billing and collections teams.

### **POSITION RESPONSIBILITIES**

1. Drive the formulation, development, and implementation of billing and collection policies and practices; work with all concerned parties to enforce and assure compliance with established firm guidelines and procedures.
2. Develop and implement standardized and efficient business processes that allow billing and collection functions to appropriately scale with firm growth.
3. Direct the evaluation of client receivable balances, assessing risk to the firm and developing strategies around enhancing collections.
4. Lead the delivery of exceptional client service to the firm's attorneys and its clients.
5. Advance the utilization of technology and related tools to more effectively execute key functions, including successful implementation of the firm's practice management platform.
6. Collaborate with the Director of Finance to ensure timely and relevant financial and operational information is provided to firm leadership enabling informed decision making.
7. Maintain direct responsibility for the efficient and effective operation for each of the respective teams, including the planning and directing of assignments, identification, and training on specific job responsibilities and completion of periodic performance reviews.
8. Establish a culture that ensures staff communicates properly and promptly with firm personnel and external stakeholders at all times and that they exhibit a high level of customer service at all times.



9. Support the development of pricing and AFA proposals for business development opportunities.

## **QUALIFICATIONS**

- A minimum of ten years of professional experience, with at least five years in a finance and billing leadership position for a professional services organization;
- Experience in the legal industry strongly desired;
- Working knowledge of accounting systems, with previous experience using Elite and/or Aderant preferred;
- Proficiency in the Microsoft Office suite, as well as advanced Excel skills;
- a Bachelor's degree in Accounting or Finance.

## **PERSONAL CHARACTERISTICS**

- The ability to maintain strict confidentiality of the firm's internal and personnel affairs and client information, as well as an understanding of the ethics of position, including ethical rules with regard to confidentiality, billing, and client representation and advocacy;
- The ability to build relationships and foster a collaborative approach to working with internal clients across practice groups and with management;
- Proactive delivery of high-quality work;
- The ability to anticipate problems and issues and exercise independent judgment to make sound, justifiable decisions and take action in solving problems, while knowing when and to whom to escalate issues;
- Track record of fostering an environment of continuous improvement;
- Excellent written and verbal communication and interpersonal skills;
- Demonstrated ability to produce accurate materials within tight timeframes and simultaneously manage several projects;
- Willingness to work a flexible schedule and the hours needed to accomplish the firm's expectations.