

POSITION: Revenue Services Representative
COMPANY: PartnerShip
LOCATION: Westlake, OH 44145

POSITION SUMMARY:

Responsible for the daily operations of billing, invoicing, and collections for PartnerShip to ensure proper accounting of the invoicing process. The Revenue Services Representative also acts in a support role for the carriers and vendors as it relates to invoicing, routing and claims issues.

ESSENTIAL FUNCTIONS:

- Manage overcharge, damage and loss claims for PartnerShip and customers.
- Involved with the preparation of bills and invoices, the calculation of sales and verification of billing with PartnerShip's operations and accounting departments.
- Support the maintenance of customers' pricing records within the system.
- Verify accuracy of billing data and revise any errors.
- Keep records of invoices and support documents.
- Resolve discrepancies in accounting records.
- Regular contact with vendor and carrier representatives
- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Support internal employees with the development and accuracy of PartnerShip's business systems.
- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Assist internal departments with requests for invoice copies and account reconciliation as needed.

ADMINISTRATIVE:

- Make recommendations to implement techniques to improve productivity, increase efficiencies and keep cost down.
- Maintaining database in order satisfy the checks and balances of the billing process.
- Auditing and/or correcting of invoices for accuracy based on PartnerShip's pricing and provisions with the carriers.

REQUIRED EXPERIENCE, KNOWLEDGE AND SKILLS:

- High School diploma or equivalent.
- One year customer service, call center and/or collections experience.
- Understanding of accounts receivable.
- Proficient in MS Office Suite and web-based tools, i.e., Internet Explorer, corporate websites, shipping tracking sites, etc.
- Strong attention to detail, multi-tasking and well organized.
- Clear, effective, professional written and oral communication skills
- Proven problem solving ability.
- Strong interpersonal skills
- Work in a team oriented environment.
- Ability to handle multiple projects simultaneously.

- Ability to work more than 40 hours as needed.

Desired

- Invoice and Billing experience in transportation/logistics
- Experience with transportation/logistics claims
- Bachelor's degree in related field (Business, Accounting, Logistics, etc.)
- Ability to work independently, yet function as a team player
- Knowledge of the LTL and small package shipping industries

CONTACT WITH OTHERS:

PartnerShip's Vice President of Business Operations & Information Technology, Senior Account Representatives, Account Representatives, and Revenue Services & Quality Assurance Department.

SUPERVISION

None

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.