

Admin Asst/Billing Clerk

Location: Old Milton Parkway, Alpharetta GA 30005

Hours: 8am-5pm M-F (full time position)

Salary: Entry Level is \$15/hr

Reports To: Office Director

Required Qualifications:

- Ability to prioritize and multi-task
- Ability to build rapport with employees, clients, referral sources and vendors
- Ability to work within a team
- Excellent written and verbal communication skills
- Strong analytical and problem-solving skills
- Experience with Microsoft Software, Adobe Acrobat, Powerpoint
- High School Degree

Preferred Skills and Characteristics:

- Detail oriented and extremely organized
- Experience in customer service
- Experience in billing within the legal industry
- Experience with CRMs and billing software
- Highly proficient with computers and other technology

Responsibilities:

This person is the first line of communication for the firm. This person answers phones, transfers calls and makes sure each person that contacts the firm is responded to within 24 hours. This person is in charge of managing the firms' phones, incoming and outgoing mail. This position requires a wide variety of skills and has a variety of responsibilities in regard to providing assistance to the firm's employees.

By being the first line of communication for the firm, this person sets the tone for the culture of the firm by being pleasant, welcoming, and professional for all guests, vendors, clients, and prospects. This person maintains the office by ordering supplies, maintaining the common areas of the office; assisting with tech support; ensuring the office is presentable to guests and coordinates with office vendors.

This person is responsible for managing billing and the receipt of payments from ADLG clientele. It requires finding the delicate balance between handling our clients with care and compassion during a stressful time in their life while keeping the best interests of the firms in mind as well. It requires close work with the Office Director, Director of Operations, and Bookkeeper to ensure that payments are received and client's questions are addressed.

The following is a list of normal responsibilities assigned to the admin assistant/billing clerk. This includes but is not limited to the following:

- a) Is clear on the vision and mission of the firm and works towards the culture and operation of the firm matches the vision/mission
- b) Prepares office for mediations, client meetings, and consultations.
- c) Effectively answers and routes all phone calls with excellent customer service
- d) Presents the firm well as the first line of communication and helps shield employee time by acting as a good gatekeeper
- e) Generating invoices for ADLG each billing cycle and the subsequent responsibilities that entails; complete all follow up calls on payment
- f) Weekly A/R and Admin meetings with Office Director
- g) Manage all payments and payment plans
- h) Maintain a collection rate of 95% or higher
- i) Communicate quickly and effectively of all cases on hold with the legal team
- j) Work closely with the bookkeeper to ensure accounts are in balance
- k) Manage the firm expense log and receipts
- l) Data entry for KPI metrics and reporting to Office Director

Salary Structure Breakdown:

All salary increases are given based on three factors: consistently producing high quality work that meets the job requirements, experience level, exceeding job expectations

Years of Experience	Salary
1-3 years	\$31,200 (\$15/hr)
4-6 years	\$35,360 (\$17/hr)
7-10 years	\$38,520 (\$19/hr)
11+	\$40,000 - \$44,000

All salary structures are a guideline and not guaranteed. Employees with extensive years' of service to the firm MAY be eligible for additional compensation determined on a case by case basis.

Bonus Structure:

Monthly Bonus