# Job Description – Billing and CDE Manager, Solid Waste - Ontario

### Title

### Billing and CDE Manager, Solid Waste - Ontario

### Reports To

Director, Cash Management

### Location

Vaughan

### Summary

The successful candidate will oversee and supervise the billing and centralized data entry team. The candidate will be responsible for ensuring timeliness and accuracy of billing and customer data entry process while adhering to policies and procedures. The position requires data analysis and quality control to ensure revenue for the period and price increases are accurate and complete. The candidate will be required to communicate and coordinate with operations on a day to day basis as well as to operate within the timing of month end close.

**Responsibilities**

* Perform the invoicing process for weekly, monthly, quarterly, yearly billed customers
* Adhere to process and system requirements in line with company revenue audit requirements
* Organize and supervise the workflow of the billing team and centralized data entry team members
* Maintain and review billing cycles
* Compile, analyze, validate and maintain generated revenue reports
* Ensure all departmental policy and procedures are documented and up-to-date
* Perform revenue reporting and month-end system close processing
* Monitor operating system for proper account set-up, irregularities and activity flow
* Research and resolve billing discrepancies and provide backups to customers
* Monitor and support billing adjustments requirements
* Respond to customer questions and requests
* Assist finance with revenue reporting and audit queries
* Perform account reconciliations
* Coordinate with other departments, clarifying roles and responsibilities for resolving service issues.
* Work with routing specialists to optimize routes
* Resolve billing queries for large commercial contracts/clients
* Complete invoicing process including photocopying and collate documents for distribution, mailing and filing
* Prepare documentation to assist Accounts Receivable/Payable (eg. Invoices, Purchase Orders) etc.
* Evaluate current operating procedures and provide recommendations for efficiency and accuracy
* Implement new standard procedures companywide for the organization for billing and CDE
* Perform other duties and responsibilities as required or requested by management.
* Conform in all respects with applicable regulations and internal audit orders

**Requirements**

* A Bachelor’s degree in Accounting or Business and (5-7) years billing experience as a supervisor or Manager
* Accounting background required.
* Advance Excel & Power Point skills; must be able to create pivot tables, v-lookup, and other advanced spreadsheet functions
* Strong understanding of end-to-end financial processes including and a numerical aptitude
* Self-starter with the ability to manage multiple projects and meet deadlines
* Proven interpersonal, organizational, analytical and problem solving skills
* Confidence in ability to work in a highly technical and changing work environment
* Ability to work well under pressure
* Excellent communication skills between staff members, company management and customers
* Strong computer literacy. Comfortable working with multiple systems including ERP, billing and Microsoft office applications
* Excellent communication skills, both written and oral
* Ability to maintain strong working relationships, with all levels of management and non-management personnel
* Able to work efficiently as a part of a team as well as independently.
* Possess strong logic, and ability to take initiative
* Experience working in TRUX is an asset