Senior Billing Specialist

POSITION SUMMARY:

As part of the finance team the Senior Billing Specialist will play a key role in managing and streamlining the firm's billing processes. This position requires a professional with a strong understanding of complex billing procedures, exceptional attention to detail, and experience working with high-profile clients in a fast-paced, deadline-driven environment. The Senior Billing Specialist will collaborate closely with attorneys, the billing team, and clients to ensure accurate, timely, and client-focused billing.

RESPONSIBILITIES:

- Managing and developing accounting staff, organizing, assigning, delegating, and coordinating the work of the staff to ensure department and office objectives are met timely and accurately;
- Developing and maintaining accounting principles, practices and procedures to ensure accurate and timely financial statements;
- Responsible for managing Billing, e-Billing, Accounts Payable, Cash Applications and Payroll staff;
- Acting as liaison with Billing team and Pricing Manager to ensure data accuracy;
- Acting as liaison with attorneys, staff, and clients by providing expert-level subject matter support; responding to internal and external inquiries in a timely manner;
- Review current processes and make recommendations to the Chief Financial Officer for process improvement;
- Develop internal controls based on best business practices;
- Review bank reconciliations;
- Responsible for expense approval;
- Work with Senior Accountant on developing Firm expense budget and meet regularly with managers on expense variances;
- Responsible for ad hoc reporting and financial surveys.

DESIRED QUALIFICATIONS:

Billing Management:

- Prepare, review, and process client invoices in a timely manner, ensuring accuracy and compliance with client billing guidelines.
- Manage all aspects of the billing cycle, including proforma edits, narrative adjustments, and final bill generation.
- Work directly with attorneys and legal staff to resolve billing discrepancies and address client requests.

E-Billing:

- Submit electronic invoices through client-specific e-billing platforms (e.g., eBilling Hub, SimpleLegal/CounselGo, TyMetrix 360, LegalTracker, CounselLink).
- Monitor e-billing portals for rejections, approvals, payment status, and address any issues or disputes to ensure timely invoice approval.

Client Relations:

- Serve as a primary point of contact for clients regarding billing inquiries, adjustments, and payment arrangements.
- Address and resolve complex billing issues, maintaining a high level of client satisfaction and professionalism.
- Provide billing summaries and account statements as requested by clients and attorneys.

Reporting & Analysis:

- Prepare regular and ad hoc reports on billing activities, revenue, and outstanding balances for management review.
- Analyze billing trends, identify areas for improvement, and provide recommendations to optimize billing processes and revenue collection.

Compliance & Accuracy:

- Ensure compliance with client guidelines, firm policies, and regulatory requirements in all billing activities.
- Maintain thorough documentation of billing adjustments, fee arrangements, and client correspondence for audit and record-keeping purposes.

Training & Mentorship:

- Provide training and support to junior billing staff, sharing best practices and ensuring team consistency in billing processes.
- Stay up to date on industry standards, billing software, and e-billing platforms, and share knowledge with the team.

Process Improvement:

- Proactively identify and recommend improvements to streamline billing processes, enhance efficiency, and reduce errors.
- Collaborate with the Finance and IT teams to implement billing software upgrades or enhancements that support billing operations.

QUALIFICATIONS

Education:

- High school diploma or equivalent required; Bachelor's degree in Accounting, Finance, Business Administration, or a related field preferred.

Skills & Experience:

- Minimum of 5 years of experience in billing, preferably within a large law firm or professional services firm.
- Knowledge of legal billing practices, client requirements, and confidentiality standards.
- Strong analytical skills with attention to detail and accuracy.
- Excellent verbal and written communication skills, with the ability to interact professionally with employees, partners and clients of all levels.
- High level of organizational and time-management skills, with the ability to prioritize tasks and meet tight deadlines.
- Problem-solving mindset with the ability to manage sensitive client information and billing discrepancies tactfully.
- Ability to work both independently and collaboratively in a team-oriented environment.
- Flexibility to adapt to changing client needs and billing processes as the firm grows.

Technology:

- Proficiency in billing software (e.g., Elite 3E, eHUB and Aderant) and electronic billing platforms.
- Advanced knowledge of Microsoft Office Suite, specifically Excel, for reporting and data analysis.
- Familiarity with time and expense entry systems, and experience managing complex billing structures, alternative fee arrangements, and client guidelines.
- Exposure to best practices in the use of Artificial Intelligence for finance/accounting professionals

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Work in accordance with the firm's hybrid workplace expectation, working from our San Francisco office a minimum of three days per week and working remotely two days per week if located within a commutable distance.
- If remote, availability during business hours in the Pacific Time Zone.
- Perform desk-based work and use a computer and other office equipment for extended periods.
- Access, retrieve and organize electronic and physical documents and files.

- Perform the essential functions of the position with or without reasonable accommodation.

COMPENSATION & BENEFITS

- **Salary Range:** $52 - $55/hour

- **Benefits**: We offer competitive compensation and comprehensive benefits, including medical/dental/vision/life and AD&D insurance, 401(k) savings plan, back-up childcare and eldercare, generous paid time off (PTO), catered office lunches twice a week, as well as opportunities for professional development and growth.

About Keker, Van Nest & Peters

For more than 40 years, Keker, Van Nest & Peters has represented leading companies – including some of Silicon Valley's largest – and high-profile individuals in complex, high-stakes civil and criminal litigation nationwide. We take the tough cases – the make or break cases where companies, careers and reputations are riding on the result. Whether we go to trial, settle, or just make the problem go away, what matters is obtaining the best result for our clients. Alongside our record of success at trial, we take pride in the culture that defines our firm. Our commitment to excellence extends to our workplace, where collaboration, collegiality and mentoring are central to who we are. We take pride in that culture and in our commitment to equity, justice and inclusion.

Keker Van Nest & Peters LLP provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, ***reproductive health decision-making*** *or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*