



## Job Description

**Position:** Billing Specialist  
**Department:** Interpreting Department  
**Accountability:** Contracts Manager  
**Job Status:** Full Time  
**Classification:** Non-Exempt  
**Salary:** \$45,000 to \$48,000 annually

**At-Will:** Employment with DCS is an "At-Will" relationship. DCS is an Equal Opportunity Employer.

### **SUMMARY:**

Under general supervision, performs non-routine accounting support in areas of accounts payable, accounts receivable, cost accounting, payroll or credit and collection, data entry for interpreting request and request follow up/confirmation.

### **DUTIES AND RESPONSIBILITIES:**

- Performs specialized calculations, posting and accounting functions. Codes accounts payable invoices for proper account distribution, checks prices, quantities and extension, receives remittances, posts to proper accounts and prepares transmitted documents; prepares and issues credit and debit memos; prepares, extends and issues bills and invoices from appropriate sales and shipping documents.
- Performs duties necessary for preparing bills, invoices, statements and vouchers for payment or oversees the task when assigned to another. Reconciles bills, checks balances and follows-up on discrepancies. Computes discounts when applicable. May prepare payment checks for signature.
- Maintains files on paid bills and performs related activities.
- Maintains customer service to Deaf Community Services vendors and customers.
- Receives and collects incoming funding from invoices or credit payments. Calculates and posts to appropriate accounts, assists in the reconciling and aging of accounts. Answers customer questions regarding billing discrepancies, invoice adjustments, etc.
- Prepare and make bank deposits via e-scanner. Utilize data processing equipment and generate new billings or past-due notices.
- Data Entry using QuickBooks Desktop/Online, Microsoft Office Software and Outlook and a custom web-based scheduling software system. Approve freelance interpreter invoices and prepare spreadsheet for semi-monthly payroll.
- Works closely with the Contracts Manager and/or Operations Manager on providing fiscal consultation for potential bids and requests for proposals (RFP) and contracts.



- Collaborates with the Accounting Manager regarding checks, audits, fiscal analysis, and other tasks as assigned.

#### **NON-ESSENTIAL JOB FUNCTIONS:**

- Maintain confidentiality
- General office work, including assisting other co-workers.
- Maintain cleanliness and overall appearance of the office
- May act as receptionist. Obtain and record callers name, time of call, nature of business, person called upon. Transfer calls and/or take accurate messages. (as needed)
- Provide information and referrals upon request.
- Provide administrative support to Interpreting Department Director and/or Operations Manager Perform such tasks and responsibilities as may be delegated by Executive Director/Deputy Director.

#### **EMPLOYMENT STANDARDS:**

- High School diploma or equivalent.
- Degree in Business Administration or related field, preferred
- College coursework in and/or completion of American Sign Language, Deaf Studies, or Interpreter Training Program, preferred

#### **EXPERIENCE:**

- At least two years clerical/administrative, customer service, scheduling experience with heavy use of multi-line phones and Microsoft Office
- Maintain and develop relations with vendors while effectively collecting past due debts.

#### **SKILLS:**

- Fluency in American Sign Language, preferred
- Detailed oriented with strong organizational skills
- Ability to prioritize and multi-tasks with competing deadlines
- Familiarity with Deaf Culture and the San Diego Deaf Community
- Familiarity of San Diego County cities and traffic patterns
- Understanding of the Interpreting Profession and industry standards including the Professional Code of Ethics

#### **COMPETENCIES:**

- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Problem Solving**--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Communication**--Communicates clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Adaptability**--Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change,



delays, or unexpected events.

- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism**--Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Equity**--Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds and supports an equitable workforce.

**BENEFITS OFFERED:**

Health insurance, Dental insurance, Vision insurance, Employee assistance program, Employee discount, Flexible spending account, Life insurance, Retirement plan, Paid time off, and At least 12 paid Holidays per year.

**APPLICATION DEADLINE:** Open Until Filled

**TO APPLY**-submit the following: 1. Resume, typed; 2. Cover Letter with salary expectations, email to: [careers@dcsosfd.org](mailto:careers@dcsosfd.org)

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Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

