



Billing & Customer Service Coordinator
Comforts of Home - Paris 7e (75)

Comforts of Home, a leader in international student housing in Europe, seeks a Billing & Customer Service Coordinator to support the accounts administration and the customer services of the company's growing office.

The company is currently in the process of reconfiguring its registration, billing, and account administration systems to better integrate information associated with student accounts.

The Billing & Customer Service Coordinator will be primarily responsible for issuing invoices to the customers, communication and assisting in the administration of accounts and assisting the systems integration.

The Billing & Customer Service Coordinator's responsibilities will include, but not be limited to:

- Invoicing and updating the customer billing databases.
- Communicating pricing plans, billing policies, and accounts information to customers (students as well as parents) over their life cycle with the company.
- Summarizing and reporting information for internal staff and external partners by using reports in newly created CRM module.
- Assisting in accounts administration duties. (i.e. Check and compare data between systems, assisting in various accounting/billing reconciliations, assist in Aged Receivables tracking etc.)
- Evaluation and return of security deposits and tracking of deposit balances on monthly basis reconciliation of deposits.
- Assisting in the configuration of the new accounting and billing systems.
- Special projects as needed.

Requirements:

- Excellent written and verbal communication in English and French.
- 2-3 years' experience in schedule-driven billing/accounting environment.
- Strong customer service skills; demonstrated ability to relate to and establish positive relationships with clients.
- Comfortable with numbers and data.

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- Proficiency in Excel (moderate spreadsheet quantitative analysis for operational purposes), Word, Outlook.
- Experience in enterprise-style billing software and CRM modules.
- Ability to work autonomously and strong attention to detail.
- Demonstrated ability to set priorities, organize work, meet deadlines, and manage multiple projects simultaneously.
- Enthusiasm for working with a young, fun and flexible team.
- A valid long-term visa authorizing full-time work in France.

To apply, please send your cover letter and resume to Robert Daniel:
rdaniel@get-comfortable.com.

Applications without a cover letter will not be considered.