



Billing Specialist

Comforts of Home - Paris 7e (75)

Comforts of Home, a leader in international student housing in Europe, seeks a Billing Specialist to support billing and accounts-related customer service for its serviced apartment student tenants.

Managing nearly 2,000 beds in serviced apartments for use by study abroad customers in Paris, Florence, Rome, Barcelona, and Madrid, Comforts of Home allows students to live like locals in apartments shared with other students, supporting their residency with American-style comfort and customer service.

While virtually all of the company's student residents are associated with various educational or study travel organizations, a significant proportion of these residents are enrolled and billed on an individual basis through a variety of web-based marketing and billing tools.

The Billing Specialist, in cooperation with the sales and marketing team, is responsible for sending and processing invoices using a variety of billing tools, including a cloud-based student billing system; enterprise-style accounting software; and a variety of spreadsheet-based tracking and reporting documents.

The ideal candidate will have experience setting up and working with billing tools, will be adept at understanding and resolving billing-related customer service questions, excel at handling customer communications, and will be able to lead and participate in the development of flexible, comprehensive systems in a growth company environment.

Successful candidates will have native English ability and comfort with telephone and written communication with American students and parents; familiarity with customer service best practices and systems; solid spreadsheet skills; and, by preference, some experience with accounting principles.

The Billing Specialist's responsibilities will include, but not be limited to, the following:

- Invoicing customers and managing student payment accounts, including understanding pricing structures and instalment plans, and managing invoices and payments for customers in different groups;
- Supporting customer registration processes, including communicating pricing plans, billing policies, and accounts information to customers (students as well as parents) over their life cycle with the company, and managing databases associated with these activities;
- Where necessary, basic tracking of payments including security deposits, credit notes, journal entries, revenue and receivables; reconciling inputs between billing and accounting systems; and bank account reconciliations
- Summarizing and reporting information for internal staff and external partners via various systems; participating in creating of reports in billing system as needed as it continues to be developed.

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Requirements:

- Excellent written and verbal communication in English and French
- 2-3 years' experience in schedule-driven billing/accounting environment
- 2-3 years' financial or accounting experience strongly preferred
- Advanced proficiency in Excel (spreadsheet quantitative analysis for operational purposes), Word, Outlook.
- Experience with enterprise-style billing software and CRM modules.
- Strong customer service skills; demonstrated ability to relate to and establish positive relationships with clients.
- 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 paris.jobs@get-comfortable.com. Applications without a cover letter will not be considered.