Position: Senior Billing, Credit & Collections Specialist

Department: Accounting / Finance
Reports To: CFO / Controller
Position Type: Full-Time

Position Summary

360 Energy Solutions, LLC is seeking an experienced, detail-oriented, and proactive Senior Billing, Credit & Collections Specialist to oversee customer billing accuracy, evaluate creditworthiness, manage accounts receivable, and drive timely collections.

This position plays a critical role in protecting company cash flow, minimizing credit risk, and maintaining strong customer relationships. The successful candidate will take ownership of the billing and collection process from customer credit approval and invoice preparation through payment collection and account resolution.

The ideal candidate combines strong financial and analytical skills with excellent communication, negotiation, and customer service abilities. This individual must be comfortable working with customers, internal departments, and management to resolve issues, enforce credit policies, and ensure timely payment while preserving valuable long-term business relationships.

Experience in commercial and industrial services, equipment rentals, construction, generator rentals, or other business-to-business environments is preferred.

Key Responsibilities

1. Billing & Invoice Management

- Ensure customer invoices are accurate, complete, and issued promptly in accordance with contractual terms, purchase orders, and established billing schedules.
- Review billing documentation for generator and equipment rentals, service work orders, maintenance agreements, fuel sales, load bank rentals, equipment sales, and related services.
- Verify rental periods, equipment rates, fuel charges, delivery and pickup charges, service labor, parts, and other billable items.
- Coordinate with operations, service, rentals, sales, and project personnel to obtain required documentation and resolve billing discrepancies.
- Ensure invoices comply with customer-specific billing requirements, including purchase orders, job numbers, supporting documentation, and electronic submission portals.
- Monitor unbilled work, missing documentation, and delayed invoicing to prevent unnecessary cash flow delays.
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- Investigate and resolve customer billing questions, disputed charges, short payments, and credit requests.
- Maintain accurate billing records and support timely month-end accounts receivable reconciliations.

2. Customer Credit Evaluation & Vetting

- Review credit applications for new customers before extending credit or authorizing work and equipment rentals on credit.
- Obtain and evaluate commercial credit reports, trade references, bank references, financial statements, and other relevant information as appropriate.
- Verify customer legal names, business information, billing addresses, and credit references.
- Evaluate financial stability, payment history, creditworthiness, and potential collection risk.
- Recommend appropriate credit limits, payment terms, deposits, prepayments, or other risk-mitigation measures based on the customer's financial profile and anticipated business volume.
- Submit credit recommendations for approval in accordance with company policies and delegated approval authority.
- Maintain complete customer credit files, including applications, credit reports, supporting documentation, and approval records.
- Monitor existing customers for changes in payment behavior, increasing balances, credit limit violations, and other indicators of financial distress.
- Recommend periodic credit reviews for significant accounts and customers presenting elevated risk.
- Coordinate with management on credit holds, revised payment terms, guarantees, and other protective measures when warranted.

3. Accounts Receivable & Collections

- Manage the accounts receivable aging and maintain consistent follow-up on outstanding customer balances.
- Contact customers proactively regarding upcoming payments, overdue invoices, and outstanding account balances through telephone calls, emails, and written notices.
- Establish collection priorities based on aging, account size, customer payment history, credit exposure, and financial risk.
- Obtain payment commitments, document collection activities, and follow up until payment is received.
- Investigate delayed payments and identify the underlying reasons, including billing errors, missing purchase orders, documentation requirements, and customer approval delays.
- Work collaboratively with customers to resolve legitimate disputes and remove obstacles to payment.

- Monitor compliance with agreed payment plans and escalate missed commitments promptly.
- Identify delinquent or high-risk accounts and recommend appropriate next steps, including credit holds, suspension of additional rentals or services, and referral to management or legal counsel when appropriate.
- Coordinate with management regarding delinquent customers who possess company-owned rental equipment.
- Assist with the evaluation of doubtful accounts, bad debt exposure, and potential write-offs.

4. Customer Relationship Management

- Develop and maintain positive, professional relationships with customer accounts payable departments, project managers, purchasing personnel, and other decision-makers.
- Serve as a primary point of contact for customer billing, credit, and payment inquiries.
- Communicate professionally, promptly, and consistently to resolve issues and facilitate timely payment.
- Establish regular communication with key customers to understand their payment processes, documentation requirements, and anticipated payment dates.
- Address concerns in a solutions-oriented manner while maintaining appropriate financial controls and collection standards.
- Partner with sales and operations to preserve valuable customer relationships without compromising the company's credit policies or financial interests.
- Identify recurring customer concerns and recommend process improvements that enhance the customer experience.
- Balance a customer-service mindset with the persistence and accountability necessary to collect outstanding balances.

5. Credit Risk & Internal Controls

- Monitor total customer exposure across rentals, service work, fuel sales, equipment sales, and other outstanding commitments where applicable.
- Identify customers whose balances exceed approved credit limits or whose payment history indicates increased risk.
- Ensure credit terms, credit limits, and exceptions are properly documented and approved.
- Recommend credit holds or other appropriate protective measures when customers become delinquent or exceed authorized exposure.
- Maintain accurate records of customer communications, credit decisions, payment arrangements, disputes, and account adjustments.
- Follow established company policies and applicable requirements governing credit information, customer data, and collection practices.
- Assist in improving internal controls to reduce billing errors, unauthorized credit extensions, and preventable bad debt.

6. Reporting & Performance Management

- Prepare and maintain weekly accounts receivable aging reports and collection status updates.
- Report on past-due balances, significant delinquent accounts, disputed invoices, payment commitments, and emerging credit risks.
- Monitor collection trends and provide recommendations to improve cash flow and reduce outstanding receivables.
- Track customer credit applications, approvals, credit limit exceptions, and periodic credit reviews.
- Assist with month-end reconciliations, cash application reviews, bad debt assessments, and financial reporting.
- Maintain supporting documentation for audits and management review.
- Recommend improvements to billing, credit, collections, and customer account management processes.

Qualifications

- Three to five or more years of experience in commercial billing, accounts receivable, credit analysis, collections, or a related accounting position.
- Demonstrated experience evaluating customer creditworthiness and managing commercial collection accounts.
- Strong understanding of invoice processing, purchase orders, customer billing requirements, accounts receivable aging, and payment terms.
- Experience with commercial credit reports, credit applications, trade references, and credit limit recommendations.
- Proficiency in QuickBooks, Microsoft Excel, and accounting or ERP systems.
- Excellent written and verbal communication skills, including the ability to communicate effectively with customers at all levels.
- Strong negotiation, analytical, organizational, and problem-solving skills.
- Ability to manage multiple priorities, work independently, and exercise sound judgment when assessing credit and collection risk.
- High degree of accuracy, accountability, professionalism, and confidentiality.
- Experience in equipment rental, construction, industrial services, generator rentals, or other B2B service businesses is highly desirable.
- An associate's or bachelor's degree in accounting, finance, or business administration is preferred; equivalent relevant experience will be considered.

Key Competencies

- Customer relationship building and customer service.
- Credit analysis and risk assessment.
- Persistent, professional collection follow-up.
- Billing accuracy and attention to detail.
- Strong communication and negotiation skills.
- Sound judgment and problem-solving ability.
- Ownership, accountability, and initiative.
- Cross-functional collaboration.

- Confidentiality and integrity.

Key Performance Indicators (KPIs)

Performance will be evaluated based on the employee's ability to:

1. **Improve cash collections** and meet established monthly collection objectives.
2. **Reduce past-due receivables**, with particular emphasis on balances over 60 and 90 days.
3. **Maintain billing accuracy and timeliness** to minimize preventable payment delays.
4. **Complete new-customer credit reviews promptly** and ensure appropriate approval before credit is extended.
5. **Control credit exposure** by monitoring approved limits, delinquency, and customer payment patterns.
6. **Build and maintain strong customer relationships** through professional communication, responsiveness, and effective issue resolution.
7. **Resolve billing disputes promptly** by coordinating with customers and internal departments.
8. **Maintain accountability for payment commitments** through consistent documentation and follow-up.
9. **Minimize bad debt risk** by identifying and escalating potential collection problems early.
10. **Provide accurate, timely reporting** on receivables, collections, credit approvals, and high-risk accounts.
11. **Improve internal processes** that reduce billing delays, improve collection efficiency, and strengthen cash flow.

Performance Expectations

The Senior Billing, Credit & Collections Specialist is expected to demonstrate initiative, sound judgment, and ownership of customer accounts from initial credit review through final payment.

Success requires balancing firm credit and collection practices with a customer-focused approach. The employee must be persistent in obtaining payment, responsive in resolving issues, proactive in identifying risks, and committed to maintaining productive customer relationships that support 360 Energy Solutions' long-term growth.

Equal Employment Opportunity

360 Energy Solutions, LLC is an equal opportunity employer. Qualified applicants will be considered without regard to legally protected status.