

Accounting Operations Specialist

Initial training for this role will be onsite. There is an opportunity for a hybrid work schedule (4 days onsite) when the introductory training period concludes.

POSITION SUMMARY:

The Accounting Operations Specialist plays a critical role in supporting the Company's financial functions by ensuring accuracy, compliance, and operational efficiency. This position is responsible for preparing, reconciling, and transmitting financial data and electronic files, supporting recurring operational tasks, and contributing to monthly and quarterly statutory financial and management reporting. The Specialist will assist in developing and enhancing billing processes and best practices in alignment with company goals and service standards. This position requires adaptability to shifting departmental needs, initiative, and a problem solving mindset, with a focus on continuous improvement and cross-functional collaboration.

PRINCIPAL ACCOUNTABILITIES:

Planning and Delivery

- Review billing notices and payment data for accuracy. Confirm and request policy status changes resulting from late payments. Collaborate with underwriting, agents, and internal stakeholders to resolve billing inquiries.
- Record return commission payments received throughout the month, including reconciling to the general ledger Post monthly return commission transactions to the database.
- Ensure compliance with all statutory reporting requirements.

Job Knowledge/Delivery and Productivity

- Retrieve, build, and send encrypted files for billing, payment, and banking responsibilities.
- Prepare payments for entry using manual and image processing methods, including payment reversals and sending notices to the customer.
- Build, reconcile, and deliver ACH files to the bank using secure file delivery methods.
- Create and review daily billing queries, requiring analysis of billing cycle and the preparation of policy adjustments.
- Prepare and enter journal entries into the general ledger accounting system and perform monthly account reconciliations.
- Compile overdue receivables and recommend actions such as write-offs or escalations, in line with business policies.
- Assist in responding to customer and internal inquiries related to billing, payments, and account adjustments.
- Follow state-mandated due diligence requirements and file annual abandoned property reports.

Business Insight and Analytics

- Seek an understanding of how individual operational processes impact broader company and department goals.
- Exercise sound decision-making when addressing payment plan modifications due to billing complexities or customer needs.

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- Utilize dashboards and queries to generate reports and support billing analytics, collection trends, and compliance metrics.
- Perform compliance review and resolution related to policyholder data and property.

Leadership

- Provide guidance on processes, ensuring accuracy and compliance.
- Assist in training staff as needed.
- Support process improvement initiatives, identifying areas for greater efficiency, accuracy, and automation in accounting operations.
- Contribute to strategic goals by identifying emerging accounting or billing issues and collaborating on cross-functional solutions.

Job Requirements

Education

- Bachelor's degree with a related business concentration required.

Experience

- 3-6 years of related work experience in accounting operations, billing, accounts payable/receivable, or financial analysis preferred.
- General ledger knowledge and experience preparing journal entries preferred.
- Prior exposure to financial services or insurance industry environments is a plus.
- Familiarity with OpenAI's ChatGPT would be beneficial.

Skills

- Strong analytical, organizational, and problem-solving skills with meticulous attention to detail.
- Proficient in Excel and other Microsoft Office products; familiarity with FIS accounting systems and automation tools preferred.
- Strong written and verbal communication skills.
- Effective time management and multitasking skills, with the ability to prioritize and manage multiple responsibilities.
- Ability to work both independently and collaboratively in a fast-paced environment.
- Adaptability to evolving technology, automation, and system enhancements is desirable.

Salary Range: \$58,000 - \$72,000 per year. This range is a good faith estimate which reflects the annual salary we reasonably expect to pay for this specific full-time position at the time of posting. The actual salary offered will be based on several factors including the candidate's experience and qualifications.