COMFORT SYSTEMS USA
Central Texas

Commercial Service Billing Specialist

Summary

We are looking for a billing specialist who loves accuracy, takes pride in being dependable, and gets real satisfaction from helping people. This is a high-volume, detail-heavy role, but it is also a role where the right person can make a huge impact.

Billing is not just data entry here. It is the final customer-facing product of the service process, and we want someone who understands that every invoice tells a story about the work we performed, the professionalism of our team, and the experience we want our customers to have.

We are a stable company with a busy, fast-moving, team-focused culture. We work hard, we support each other, and we care about doing things the right way. The right person for this role will be laser focused, positive, resourceful, and proud to be the person others can count on.

Industry experience is great, but we are willing to train the right person. What matters most is a go-getter attitude, strong communication skills, reliable attendance, a willingness to learn, and the ability to figure things out when the answer is not immediately obvious.

If you like being helpful, timely, accurate, organized, and part of a team with high standards, we would love to meet you.

Qualifications

- Reliable and dependable with consistent attendance and punctuality
- Strong attention to detail and accuracy
- Positive attitude and helpful by nature
- Go-getter mindset with willingness to learn and be trained
- Strong written and verbal communication skills
- Organized with ability to work in a fast-paced, high-volume environment
- Ability to stay focused through repetitive, detail-heavy work without becoming easily distracted
- Ability to manage recurring deadlines while adapting to changing priorities
- Strong follow-through and ownership of open items
- Resourceful problem-solver with a strong “figure it out” mindset
- Comfortable learning and working within multiple software systems
- Comfortable reading work descriptions, technician notes, purchase orders, and supporting documentation
- Ability to identify discrepancies and ask questions before sending invoices
- Experience with customer billing portals preferred
- Proficiency with Microsoft Outlook, Teams, Excel, and SharePoint preferred
- Result-oriented mindset
- Ability to work independently while supporting the team
- Be a part of the solution when you uncover a problem
- Fit well within a positive, customer-focused team culture

Responsibilities

- Proactive Customer Communication, making it easy for customers to work with us
- Prepare, review, and process customer invoices accurately and timely
- Review work orders, technician notes, materials, purchase orders, and supporting documentation to ensure invoices are complete and professional
- Communicate proactively with managers, customers, coworkers, and third-party billing portals regarding invoice status, questions, and needed corrections
- Build strong working relationships with internal and external customers through dependable follow-through and helpful communication
- Research billing issues, portal issues, customer concerns, and invoice discrepancies until resolution
- Identify missing, unclear, or inaccurate billing information and ask good questions before invoices are sent
- Support customer portal billing, compliance requirements, credit/rebill requests, and billing documentation
- Manage recurring deadlines while adapting to shifting priorities throughout the day
- Stay focused through high-volume, repetitive work while maintaining accuracy and professionalism
- Learn and work within multiple software systems to complete billing tasks and solve problems
- Escalate workload concerns, unclear direction, training needs, or deadline risks in a timely manner
- Be a positive, reliable, solution-focused member of the team

The above role description covers the principal duties and responsibilities of this job. However, this description should not be construed to be a complete listing of all miscellaneous, incidental, or other duties which may be required.