



Title: **Bill Pay Clerk**

Location: Kansas City

JOB SUMMARY

The Bill Pay Clerk plays a crucial role in the efficient management of client bills and payments within the Bill Pay department. This position involves a combination of administrative tasks, client communication, and coordination with internal teams to ensure timely and accurate processing of bill payments. The Bill Pay Clerk will serve as a key point of contact for both clients and vendors, providing exceptional service and support.

JOB DUTIES

- Receive and enter all client bills for payment into the system
- Serve as a backup for Bill Pay Specialists, providing assistance on an ad-hoc basis
- Generate and distribute monthly statements to clients
- Provide specialized reporting for high-net-worth clients
- Coordinate closely with accounting staff to reconcile payments and ensure accuracy
- Act as the main point of contact for all Bill Pay clients, addressing inquiries and resolving issues promptly
- Serve as the primary contact for client vendors, managing communication and resolving any billing discrepancies
- Monitor and manage the Bill Pay inbox, addressing questions, requests, and inquiries from internal teams, clients, and vendors
- Assist in the preparation and distribution of engagement letters for new clients, new companies for existing clients, and annual updates for existing client accounts

REQUIRED EXPERIENCE / QUALIFICATIONS

- Proven experience building trust and rapport with High-Net-Worth individuals
- Prior experience in an Accounts Payable role, preferably within a Family Office or professional services environment
- Strong attention to detail and accuracy in data entry and record-keeping
- Excellent communication skills, both written and verbal, with the ability to interact professionally with clients and internal teams
- Proficiency in Microsoft Office suite, particularly Excel, Outlook, QuickBooks Online with Salesforce
- Ability to prioritize tasks and manage time effectively in a fast-paced environment
- Familiarity with Accounts Payable software systems and CRM is a plus
- Proficiency in Microsoft Office suite, QuickBooks Online, BILL, and Salesforce
- High school diploma or equivalent