BILLING SUPERVISOR
JOB DESCRIPTION

DEPARTMENT: Billing
STATUS: Non-Exempt

SUMMARY
The Billing Supervisor will help to coordinate the assignments of the billing assistants and work directly with the Billing Manager and Assistant Billing Manager to promote efficiency within the Billing department. Additionally, the supervisor will take on special projects and assignments from the Billing Manager and Assistant Billing Manager as well as be responsible for the workload of their individual attorney list. The Supervisor is responsible for supervising the Electronic Billing Analysts and monitoring and maintaining the e-Billing Hub.

JOB DESCRIPTION

ESSENTIAL DUTIES & RESPONSIBILITIES

- Complete special assignments given by the Manager and Assistant Billing Manager
- Maintain and Monitor the e-Billing Hub
- Work closely with the Electronic Billing Analysts on monitoring the e-Billing Hub to ensure all bills are submitted successfully
- Work closely with the International team on e-billing
- Review client billing guidelines for e-billing
- Train new billing assistants
- Review employee timesheets and monitor overtime
- Generate monthly billing reports for closing - proformas, outstanding invoices, missing time, etc.
- Process International Office Billing
- Process Electronic Billing and Special Complex Billing projects
- Meet with attorneys regarding billing and e-billing issues
• Respond to high volume of e-mails related to inquiries and requests

• Reconcile client accounts as needed

• Be responsible for overall billing cycle of their assigned attorneys

• Provide billing analyses when necessary

• Sort and disseminate billing reports: proformas, A/R trial balances, Net Investment, etc.

• Perform edits and create draft and final bills

• Review audit requests

• Work with A/R to provide clients, billing attorneys and attorney assistants with up-to-date and accurate billing and payment information

• Monitor status of all assigned bills and ensure that assigned billing attorneys turn billing in on a timely basis. This would involve phone and/or e-mail correspondence to remind attorneys and attorney assistants what is still needed

• Maintain official billing files and keep filing current. Provide year-end assistance with massive yearly filing project

• Maintain and update documentation pertinent to billing training

• Maintain and update special instructions related to billing attorneys’ needs in generating bills

• Assist in providing year-end audit information and other duties as assigned

• Complete annual evaluation for their assigned group of billing staff

• Other duties as assigned

SUPERVISORY RESPONSIBILITIES

• Oversee the workload of billing assistants and electronic billing staff
QUALIFICATIONS

REQUIRED SKILLS

Individual is required to have a minimum of five years of billing experience in a law firm environment and at least one year Elite experience. Electronic billing and Excel a plus. Must be detail oriented and have strong oral and written skills. Must be able to communicate effectively with attorneys and staff.

EDUCATION, CERTIFICATIONS AND/OR EXPERIENCE

College degree and experience in legal e-billing preferred.

PHYSICAL DEMANDS

Must be able to lift up to 20 pounds.

HOURS

Core hours are Monday through Friday, 9:30 a.m. to 6:00 p.m. (includes lunch hour). Must be very flexible to work overtime to complete assignments — including weekends. Very limited time off in December and January except Firm holidays.

This job description sets forth the authorities and responsibilities of this position and may be changed from time to time as shall be determined.

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