



Title: Business Process Specialist, Invoicing and Reconciliation

Location: Remote

Job Description: **JOB SUMMARY**

Creative Planning is a leading retirement plan advisor to employers and employees nationwide providing fiduciary consulting, investment advice, compliance support, and employee financial education.

The **Business Process Specialist – Invoicing and Reconciliation** will work alongside other specialists to support the functions of the centralized services business process department. Those areas include, but may not be limited to, invoicing, revenue reconciliation, data quality control, and other projects as determined by business needs.

We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.

Job Duties:

- Meets or exceeds the Service Level Expectations (SLEs) set by the Business Process Leader and/or Director.
- Maintain and update client account information in Salesforce to ensure data accuracy and completeness.
- Maintain and update revenue records in NetSuite, ensuring transactions are recorded accurately and timely.
- Manage invoice and revenue reconciliation processes to ensure accurate billing, revenue recognition, and financial reporting.
- Monitor billing and revenue activities to ensure transactions are processed accurately and within established timelines.
- Investigate billing discrepancies and exceptions, partnering with Client Services to achieve resolution.
- Support quarter-end close activities by validating revenue transactions, reconciling balances, and preparing required reports.
- Perform quality assurance reviews to ensure billing and revenue activities comply with client agreements, company policies, and established procedures.
- Maintain and update documentation for invoicing, reconciliation, and revenue management processes.
- Identify process improvement opportunities and recommend solutions to increase accuracy, efficiency, and controls within billing and reconciliation functions.
- Must be able to interact and communicate at ease with all levels within the organization via phone, email, and/or in-person
- Assists in the training and development of other specialists
- Takes an extremely detail-oriented approach to projects and tasks
- Ability to comprehend, analyze, and interpret documents and data

- Effective problem solving with minimal oversight
- Other duties may be assigned

Required Experience/Qualifications:

- B.A. or B.S. from an accredited university.
- 3+ years' experience in professional services
- Accounting, Accounts Payable/Receivable, and/or Bookkeeping experience is preferred
- NetSuite and/or Salesforce experience is a plus
- Willing to build expertise in areas with little to no knowledge required
- Strong organizational and time management skills to prioritize a heavy individual workload to meet time-sensitive deadlines

Salary Range: up to \$80,000/annual salary