

## Billing Support Specialist Job Description

### **Company Overview**

Virginia Transport, LLC is a Small Business Administration certified HUBZone freight and fuel broker working as a prime contractor to the U.S. Government Department of Defense, Department of Homeland Security, Department of Energy, and more. We also provide subcontractor support to prime contractors such as Raytheon Technologies, Northrop Grumman, and General Dynamics, across industries. We are responsible for the integration of all logistics support functions including planning, risk, rigging, transportation, warehousing, crating, and more.

### **Position Overview**

The Billing Support Specialists is a hybrid role that combines aspects of our Operations and Accounting team. The role will support these teams by contacting vendors to retrieve outstanding invoices, researching and resolving invoice submission issues, reconciling invoices, ensuring vendors have knowledge of invoice submission, and more. Our ideal candidate has strong organizational ability as well as the ability to build lasting relationships with vendors, customers, and carriers. This is an entry level position that reports to the Senior Accountant.

### **Main Tasks, Duties, and Responsibilities**

Receive, review, and reconcile (if needed) all incoming statements, collection notices, and returned checks

Follow-up with vendors, customers, and carriers regarding invoicing delays, resubmission, and/or corrections to bridge the gap between us and affiliates

Contribute to team efforts by accomplishing specialized billing tasks with efficient and accurate results

Manage shipment lifecycles by creating and activating shipments, building and assigning loads, scheduling, tracking and tracing orders, and documenting events and invoices

Partner with Operations and Accounting teams to achieve timely, accurate resolutions to vendor, customer, and carrier inquiries

Master and leverage our transportation management system (TMS) to validate and ensure the accuracy of load data

Deliver quality customer service to affiliates and internal stakeholders

Foster meaningful connections with customers via phone and computer interaction 7-8 hours per day

Provide open, timely communication to ensure that customers feel prioritized

### **Requirements**

Prior experience in logistics, supply chain management, or related field a plus

Additional language (e.g., Spanish) a plus

High school diploma or GED equivalent. BA or BS in Finance, Business, or related fields a plus

Proficient in Microsoft Office, including Outlook and Excel

Capable of working independently as well as collaboratively as a team  
Have excellent verbal and written communication skills  
Strong attention to detail as well as prioritization and multi-tasking skills  
Positive and flexible in an ever-changing environment with shifting priorities  
Tech savvy, with the ability to adopt new technologies as needed

### **Benefits**

Salary commensurate with experience  
Gallery style office with dedicated workspace  
Casual dress and atmosphere  
Laptop and other necessary technology provided  
Medical plan, including dental and vision, costs covered up to \$500/month  
Prescription drug coverage  
Paid time off (PTO)

### **How To Apply**

Please send an updated resume in Word or PDF format via email to the hiring manager at [michelle.mcinerney@virginiastransport.net](mailto:michelle.mcinerney@virginiastransport.net). Please include the title of the role you are applying for in the subject line of the email.

### **COVID-19 Policy**

Currently, Virginia Transport does not offer remote or hybrid work options. Work is performed onsite, five days a week. Prospective employees must have received the completed COVID-19 vaccination by date of hire to be considered. Proof of vaccination required. Legally recognized exemptions regarding vaccination status will be considered.

### **Disclaimer**

This job description is intended to generally describe the nature and level of work to be performed by employees in this position. It is not intended to be construed as an exhaustive list of all responsibilities and skills required of employees performing this role.

### **EEO**

Virginia Transport is an Equal Opportunity employer committed to a diverse workforce. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, disability, or any other status or characteristic protected by applicable federal, state, or local law.