
Manager, Billing & Accounts Receivable

Widely recognized as Canada's leading litigation practice, we have successfully represented clients' interests in some of the most complex, high-profile cases in Canadian legal history. Focusing exclusively on litigation and advocacy, we practice across dozens of legal areas and industries and represent our clients where it counts – on our feet in all levels of the courts and before every kind of tribunal. Our subject-matter expertise and extensive courtroom experience is consistently recognized by clients, peers, and senior members of the legal profession in leading legal publications, including Chambers Canada and Lexpert. We offer the opportunity to work alongside and learn from some of Canada's most highly regarded litigators and business professionals. Learn more at litigate.com.

Lenczner Slaght is currently seeking a **Manager, Billing & Accounts Receivable**.

ROLE DESCRIPTION

Under the supervision of the Director of Finance, this position will manage a team responsible for the overall billing and accounts receivable (collections). The Manager will ensure timely processing of bills and collections to continue driving the revenue-to-cash cycle and keep watch over the Firm's unbilled time (WIP - Work in Progress). The Manager must be capable of building positive relationships with all members of the Firm to reduce overall accounts receivable and improve efficiencies.

Specific duties in fulfillment of this role include, but are not limited to:

ROLES & RESPONSIBILITIES

Billing and Accounts Receivable

- Ownership of the Firm's collections processes and procedures
- Oversee outgoing bills and payments (cash receipts)
- Monitor non-payments, delayed payments and other irregularities
- Prepare records and overdue notices and follow-up on missing or delayed payments
- Ensure timely billing of WIP
- Review aged and uncollectible balances and work with Partners on action plans and provision as needed
- Ensure that overall days to collect is not excessive and action on accounts that are > 30 days

Client Relations

- Handle client issues regarding outstanding accounts, account disputes and billing discrepancies
- Respond to credit inquiries from external and internal clients
- Identify high risk clients and work with management to minimize exposure risk
- Communicate with clients to resolve payment queries, make recommendations on payment options and escalate unresolved issues appropriately
- Liaise with third party collection agencies as required

Reporting, Analytics and Innovation

- Collect insight and knowledge of lawyers' practices and billing cycles, and continuously look for opportunities to improve and build out best-in-class processes

- Develop KPI reporting as well as other reporting tools on a regular basis to analyze trends, and provide recommendations as needed to address issues
- Make recommendations to resolve queries with aged WIP / AR

People Management

- Direct oversight of a team of 4 (3 billers and 1 collector)
- Work with direct reports to help set professional development goals and a plan to achieve them
- Provide ongoing feedback and responsible for year-end performance review

Other duties will be assigned as needed.

EDUCATION & EXPERIENCE

- University degree or College diploma is required, preferably with focus on Accounting/Business
- Minimum 7+ years of billing, Accounts Receivable, and/or accounting experience is required
- Prior management experience is required
- Experience in a law firm setting is required
- Experience using 3E financial system is preferred
- Extensive experience using and advanced understanding of Microsoft Office (including Word and Excel) and legal accounting third party e-billing software and financial software such as TyMetrix, Collaborati, Serengeti, DataCert is required

KEY SKILLS & CHARACTERISTICS

- Demonstrated understanding of accounting AR/WIP/Billing functions and processes
- Demonstrated understanding of accounting principles and general Finance processes (AP, Trust, Billing, AR/WIP/Collections) with ability to interpret and analyze data
- Excellent communicator (i.e. bank, clients, vendors, colleagues, Partners and other Leaders) with focus on customer service
- Reliable and flexible, with ability to prioritize multiple projects and drive results
- Tech and Computer Applications Savvy – Expert in Excel, good working knowledge of other Microsoft applications (Word, Outlook, Powerpoint) and able to learn new programs
- Problem solver with the ability to analyze information and map out plan to complete
- Forward thinking with focus on continuous improvement around processes and technologies
- Coaching skills to develop other members of the Finance team
- Technical aptitude for learning various applications.
- Superior communication skills (both written and verbal) including the ability to effectively interact with firm members at all levels.
- Excellent organizational skills, self-motivated, and able to manage a high-volume of tasks.
- Driven to learn, grow, and achieve results.
- Exceptional client service skills.
- Strong attention to detail.

- Ability to generate creative and innovative ideas.
- A team player with a keen ability to adapt and respond appropriately in various situations.
- Maintains professionalism, confidentiality, and operates with discretion.

OTHER INFORMATION

- **Reporting Details:** Reports to Director, Finance
- **Hours of Work:** 9am to 5pm
 - Overtime may be required from time to time.
- **Work Arrangement:** This role is hybrid (minimum two days a week in the office) in accordance with the firm's current policy, which may be amended at any time.

WHAT DIFFERENTIATES US?

We're expert litigators. Our experience is why people turn to us in the most difficult situations. We have done tens of thousands of cases, thousands of hearings, and hundreds of trials and arbitrations for our clients. Litigation is our passion and focus.

We're bold innovators. As deep thinkers and problem solvers, every person at our firm can envision, plan and execute big ideas. If it hasn't been done before, we aren't afraid to be the first. See our award-winning programs: ReferToHer™, Commercialist.com, and Data-Driven Decisions.

We're team players. We are a firm with deep values, centered around our commitment to excellence and winning. We promote supportive, collaborative working relationships. We know the power of our people and we intend to harness that for the benefit of our firm, our clients, and our industry.

We're future focused. To remain number one, we recruit and develop top talent – this includes lawyers and non-lawyer alike. We attract the best clients and work on the best cases. We live our values. We professionalize our business. And we implement big, bold ideas. In short, we're prepared for the future and committed to success.

We're diverse thinkers. We are committed to equity, diversity and inclusion because our varied perspectives, backgrounds, identities, and cultures are our greatest assets – it enhances our collaboration, problem-solving, and litigation strategy. That's what gives us an edge with our clients.

We're award winners. We're driven to be number one for our clients and for ourselves. We have been recognized by Lexpert as the #1 firm in Toronto for Litigation for 22 consecutive years and are ranked top-tier by world-renown directory, Chambers Canada. We strive for excellence in everything we do.

HOW TO APPLY

Qualified candidates are asked to submit their cover letter and resume [HERE](#).

Lenczner Slaght invites applications from all qualified candidates. We encourage applications from racialized persons/ persons of colour, women, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ2+ persons, and individuals from other equity deserving groups. We are committed to employment equity and diversity in the workplace. Accommodation will be provided in all parts of the recruitment and hiring process. Please direct all requests and questions to [Human Resources](#).