



Job Description

Job Title: Contract & Order Management Specialist

Department/Division: Finance

Reports To: Senior Accountant

Job Summary: The Contract & Order Management Specialist will provide support to financial accounting, accounts payable and accounts receivable. This position ensures client invoices are accurate and proper accounting procedures are followed to account for the receipt of payment for company provided reoccurring services, hardware and labor services sold to our clients. Process purchase orders with vendors to procure hardware, software and maintenance support contracts to fulfill client orders. Manage, report, and invoice of on-site and off-site inventories. Confidentiality of client and company matters a must.

Responsibilities:

- Prepares and issues client invoices for monthly contract Agreement, Hardware and Labor Services.
- On-boarding process of new clients on the company invoicing process.
- Assists accounting with invoice inquiries from clients.
- Organizes and maintains retention of electronic files for the required period.
- Processing of client Agreements in the company's computer system – reviews contracts for accuracy and completeness; creates Agreement billing; prepares invoices on company established schedule. In collaboration with Sales, ensure timely Contract Renewal process is in place; act as liaison between client and Program Analyst for service contract issues.
- Assists accounting in reconciliation process between client invoicing and company accounts payable for contracted reoccurring services.
- Presents financial information; composes memoranda and reports; and alerts responsible parties of contract provisions and supporting documents.
- Works with leasing company when client elects to lease instead of purchase equipment.
- Utilizes computer systems to review actual versus estimated contract cost and to provide timely and accurate financial reports.
- Assists with contract termination procedures.
- Responsible for conducting procurement procedures for hardware, software and maintenance contract purchase orders from our clients.
- Manages relationship with vendor to ensure purchases arrive as scheduled and conform to specifications.
- Receives equipment/supplies and verifies accuracy of items received.
- Updates company systems accurately and timely.
- Coordinates with others on verification of vendor invoices for accuracy. Assists with any discrepancies.
- Works closely with Service Delivery Manager to close projects upon completion and verification.
- Verifies completed projects to ensure proper billing for client invoices.
- Maintains inventory and reports monthly inventory counts.
- Prepares reports for leadership team.
- Supports sales, finance and operation team members as necessary.

- Recommends improvements to systems and procedures, adapting well to changes introduced by others.
- Develops and records processes. Audits invoicing process and makes changes as necessary.
- Performs other tasks as needed and/or requested.
- Seeks to continuously improve the client experience.

Desired Qualifications/Skills:

- Bachelor's degree preferred.
- 3-5 Years Contract and/or Order Management Experience
- Experience with various vendor procurement processes
- Advanced financial analytical skills including inventory management and cost control
- Displays high ethical standards
- Must possess proficient computer skills and excellent knowledge of Microsoft Office products (most specifically Excel). Functional expert in Excel (experience with VBA and macros a plus).
- Timely, efficient and accurate administrative and data entry skills.
- Ability to adapt to rapidly changing technology and apply to business needs
- Ability to communicate effectively and professionally, verbally and in writing, with clients, vendors and all levels of employees.
- Organizational and time management skills with a high attention to detail.
- Ability to prioritize and display a sense of urgency based on objectives and deadlines with limited supervision.
- Strong analytical, research and problem solving skills. Pro-active ability to identify, assess, improve/refine and solve complex challenges, processes and/or situations.
- Professional attitude, reliable, energetic, self-starter, and strong work ethic.
- Ability to demonstrate good common sense and sound judgment.
- Ability to work independently and with a team in a fast-paced and high volume environment with emphasis on accuracy and timeliness.
- Ability to display a client focus by maintaining awareness of and seeking to meet the needs and wants of the client
- Ability to work in an environment which may require:
 - sitting for extended periods of time
 - dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components