

# Trip Payment Specialist

**Classification:** Exempt

**Reports to:** Chief Financial Officer

## **JOB DESCRIPTION**

### **Summary/Objective**

The Trip Payment Specialist is an integral part of the team assisting Finance and Operations in day-to-day functioning of our online individual billing system, customer service, and vendor bookings.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Customer Support:

- 1) Setup and manage online billing portals for groups
- 2) Serve as primary point of contact for group participants with questions about their bookings
- 3) Server as financial point of contact for group leaders with questions about fundraising, invoicing and past due participants
- 4) Track customer requests, cancellations, and changes across company systems
- 5) Assist with entry, reporting, and accuracy of system data
- 6) Verify status of delinquent accounts and solicit payments on overdue accounts
- 7) Communicate requests for missing information to registered participants
- 8) Learn and use proprietary software system
- 9) Reconcile participant billing accounts
- 10) Manage group billing and receivables

Operations:

- 1) Assist with vendor bookings during tour season
- 2) Upload insurance manifests to our partners
- 3) Assist with air manifests, rooming lists and ticket assignments
- 4) Assist as needed on other group-related projects during tour season

Culture & Company

- a) Communicates consistently with other company departments to ensure standard process is followed and efficient, effective communication is achieved.
- b) Establishes positive and productive working relationships; able to generate trust, ability, and willingness to give and receive honest, balanced feedback.
- c) Demonstrates competence and character that inspires trust.
- d) Fosters a culture that values critical thinking and problem solving, and encourages constructive feedback, engagement, inclusion, and diversity at all levels.
- e) Maintains consistent company image throughout all client facing sales documents including proposals, all events, conferences and trade shows, and all verbal and

electronic communication.

### **Competencies**

- 1) Communication.
- 2) Critical Evaluation.
- 3) Ethical Practice.
- 4) Financial management.
- 5) Thoroughness.
- 6) Stress Management/Composure.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms and requires the ability to occasionally lift office products and supplies up to 20 pounds.

### **Position Type and Expected Hours of Work**

This is a full-time in-office position, and hours of work and days are a standard eight-hour day, Monday through Friday. Occasional evening and weekend work is necessary.

### **Compensation**

Compensation is commensurate with experience. This position is an hourly, exempt position.

### **Travel**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

### **Required Education and Experience**

High School diploma or equivalent required, bachelor's degree in a related field preferred. Must be proficient in MS Office/Excel. Prior experience in the billing and travel industry preferred.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.