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Online Chat Assistance Specialist | Up to \$35/hr | Entry Level Friendly

Description

Remote Billing and Account Specialist

Job Role: Billing support and financial customer service

Pay Scale: \$25-\$35 per hour with accuracy-based progression

Education Required: High school diploma acceptable

Financial Experience: None needed – complete billing training provided

Work Environment: Remote with secure financial data access

Training Duration: Two-week intensive billing and customer service program

Remote billing support combines customer service excellence with financial accuracy to help businesses maintain positive customer relationships while ensuring accurate revenue collection and account management. These positions offer stable income and career development opportunities in the essential field of business finance operations.

Remote Billing and Account Specialists handle customer billing inquiries and account questions, process payments and account adjustments, resolve billing disputes and discrepancies, maintain accurate customer financial records, and provide exceptional customer service that preserves positive business relationships during financial discussions.

This role provides valuable exposure to business finance operations while developing skills in financial accuracy, customer conflict resolution, and account management that are highly transferable across finance, accounting, and business operations careers.

The detail-oriented nature of billing work builds precision, analytical thinking, and financial understanding that create pathways to advancement in accounting, finance, and business administration fields.

Professional Billing Support Landscape

Modern billing support encompasses sophisticated customer relationship management, financial accuracy, and conflict resolution that goes far beyond simple payment processing, creating opportunities for meaningful contribution to business financial health and customer satisfaction.

Your responsibilities include managing customer billing inquiries through phone and email communication, processing payment applications and account corrections,

Hiring organization

Indeed Remote Jobs

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; Australia; United Kingdom; New Zealand; Ireland; Scotland; Sweden; Belgium; Spain; Czech Republic; Brazil; France; India; South Africa; Denmark; Germany; Philippines; Mexico; India; Indonesia; Alabama, USA; Alaska, USA; Arizona, USA; Arkansas, USA; California, USA; Colorado, USA; Connecticut, USA; Delaware, USA; Florida, USA; Georgia, USA; Hawaii, USA; Idaho, USA; Illinois, USA; Indiana, USA; Iowa, USA; Kansas, USA; Kentucky, USA; Louisiana, USA; Maine, USA; Maryland, USA; Massachusetts, USA; Michigan, USA; Minnesota, USA; Mississippi, USA; Missouri, USA; Montana, USA; Nebraska, USA; Nevada, USA; New Hampshire, USA; New Jersey, USA; New Mexico, USA; New York, USA; North Carolina, USA; North Dakota, USA; Ohio, USA; Oklahoma, USA; Oregon, USA; Pennsylvania, USA; Rhode Island, USA; South Carolina, USA; South Dakota, USA; Tennessee, USA; Texas, USA; Utah, USA; Vermont, USA; Virginia, USA; Washington, USA; West Virginia, USA; Wisconsin, USA; Wyoming, USA

investigating billing discrepancies and resolving customer concerns, maintaining accurate financial records and account documentation, and coordinating with accounting teams to ensure proper revenue recognition and customer satisfaction.

The customer service components develop communication skills, empathy, and conflict resolution abilities that are highly valued in business environments and create pathways to advancement in customer success and account management roles.

Financial accuracy aspects build attention to detail, systematic thinking, and understanding of business finance that qualify you for advancement in accounting, finance, and business operations positions.

The analytical elements include account reconciliation, discrepancy investigation, and financial problem-solving that demonstrate analytical capabilities valuable for business analysis and financial management roles.

Base Salary

\$ 25 - \$ 35

Date posted

January 27, 2025

Valid through

01.01.2029

Comprehensive Billing Support Training

Our training program develops both customer service skills and financial accuracy that enables immediate contribution while building foundation knowledge for career advancement in finance and business operations.

Week 1: Billing Fundamentals and Customer Service Excellence Learn essential billing concepts including invoice processing, payment application, account management, and customer communication that enable effective billing support across diverse business environments.

Customer service training covers professional communication during financial discussions, empathy in billing situations, conflict de-escalation, and maintaining positive relationships while addressing financial concerns and billing questions.

Financial accuracy education includes systematic verification, error detection, documentation standards, and quality assurance that ensures reliable billing support and accurate financial record maintenance.

Week 2: Advanced Problem-Solving and Professional Development Master sophisticated billing support techniques including complex dispute resolution, account reconciliation, financial investigation, and systematic problem-solving that demonstrates professional competency in billing operations.

Business finance understanding covers billing cycles, revenue recognition, account management, and financial reporting that provides context for billing work and supports career advancement in finance fields.

Professional development planning identifies advancement opportunities in accounting, finance, and business operations that leverage billing experience for career growth.

Billing Support Compensation Structure

Billing support compensation reflects the specialized skills required for financial accuracy and the business value created through effective account management and customer relationship preservation during financial interactions.

Billing Support Specialist: \$25/hour

Starting compensation acknowledges that effective billing support requires financial accuracy, customer service skills, and attention to detail that contribute immediately to business financial operations and customer satisfaction.

Account Management Professional: \$27-\$29/hour

Advancement within 60-90 days for specialists demonstrating exceptional accuracy, customer satisfaction achievements, and mastery of billing systems and financial customer service procedures.

Senior Billing Analyst: \$30-\$32/hour

Advanced compensation for analysts with proven expertise in complex billing scenarios, dispute resolution excellence, or additional responsibilities such as training and quality assurance.

Billing Operations Lead: \$33-\$35/hour

Maximum compensation for leads with demonstrated mastery of billing support, financial accuracy, and leadership contributions to billing team excellence and customer satisfaction.

Financial Accuracy Performance Incentives Accuracy bonuses (\$200-\$700 monthly) reward specialists who maintain exceptional error rates, demonstrate consistent precision, and contribute to financial accuracy that supports reliable business operations.

Customer satisfaction bonuses recognize specialists whose billing support generates positive feedback, resolves disputes effectively, and contributes to customer retention during financial interactions.

Efficiency bonuses provide additional compensation for specialists who process billing inquiries quickly while maintaining accuracy, demonstrating excellent time management and productivity.

Quality improvement bonuses reward specialists who identify billing process enhancements, suggest accuracy improvements, and contribute to billing operations optimization.

Flexible Billing Support Schedules

Remote billing support offers schedule flexibility while accommodating customer needs and business financial operations requiring timely billing support and customer service availability.

Standard Business Hours (8 AM – 5 PM)

Traditional schedule serving customers during business hours when billing questions typically arise and immediate financial support is most valuable for customer satisfaction.

Extended Coverage (7 AM – 7 PM)

Extended schedule accommodating customers across time zones and varying schedules while providing comprehensive billing support during expanded business operations.

Afternoon Focus (12 PM – 8 PM)

Afternoon schedule accommodating morning commitments while providing coverage during busy business periods when billing inquiries often increase.

Part-Time Financial Professional (25-30 hours/week)

Reduced hours maintaining competitive compensation while accommodating education, family responsibilities, or other commitments while building valuable billing and finance skills.

Month-End Intensive Periods

Concentrated work during billing cycles, month-end closing, and financial reporting periods with flexible scheduling between intensive billing periods and routine operations.

Customer Priority Coverage

Flexible scheduling based on customer service priorities, urgent billing needs, and account management requirements with advance coordination for optimal customer support.

Billing and Finance Career Advancement

Billing support experience provides comprehensive financial knowledge that creates advancement opportunities across accounting, finance, business operations, and customer account management fields.

Senior Billing Specialist (6-12 months)

Advanced specialists handle complex billing cases, mentor new team members, and serve as experts for specialized billing scenarios and financial customer service excellence.

Accounts Receivable Coordinator (9-15 months)

Coordinators focus on account management, collections support, and customer financial relationship building that leverages billing experience for financial operations advancement.

Financial Customer Success Manager (12-18 months)

Managers develop customer financial relationships, resolve complex account issues, and contribute to customer retention through financial service excellence.

Billing Operations Manager (18-24 months)

Management positions overseeing billing teams, financial accuracy standards, and customer billing operations that utilize comprehensive billing support experience.

Accounting and Finance Specialist (24-36 months)

Advancement into accounting, finance, and business operations roles that leverage billing experience for specialized financial and business administration careers.

Financial Services and Business Operations Leadership

Billing experience provides foundation for advancement into financial services, business operations management, and accounting roles requiring customer service and financial accuracy expertise.

Advanced Financial and Customer Service Skills

Billing support work develops sophisticated financial and communication skills that are highly transferable across finance, accounting, and business operations fields.

Financial Accuracy and Account Management

Advanced skills in financial record maintenance, account reconciliation, and accuracy verification that qualify you for accounting, finance, and business operations roles.

Customer Conflict Resolution and Relationship Management

Expertise in handling sensitive financial discussions, resolving billing disputes, and maintaining positive relationships that transfers to customer success and account management roles.

Analytical Problem-Solving and Investigation

Systematic approaches to billing discrepancy investigation, account analysis, and financial problem resolution that demonstrate analytical capabilities valuable for business analysis roles.

Professional Communication in Financial Contexts

Experience explaining financial concepts, discussing billing details, and maintaining professional relationships during financial interactions that qualifies you for financial services and customer-facing roles.

Technology and Billing Platform Mastery

Comprehensive technology training ensures effectiveness while building marketable technical skills that enhance career prospects across billing, finance, and business operations fields.

Billing and Financial Management Systems

Advanced proficiency with billing software, account management systems, payment processing platforms, and financial reporting tools used across business environments.

Customer Relationship and Communication Technology

Customer service platforms, account tracking systems, communication tools, and customer relationship management software that support comprehensive billing support delivery.

Financial Analysis and Reporting Tools

Account analysis software, financial reporting platforms, and data analysis tools that support comprehensive billing operations and financial accuracy management.

Professional Development and Finance Technology

Online learning platforms, certification programs, and career advancement resources specific to billing, accounting, and financial operations fields.

Strategic Application and Development Process

Finance-Oriented Application

Submit application highlighting attention to detail, customer service abilities, interest in financial accuracy, and career goals for billing support and finance fields.

Financial Accuracy Assessment

Complete practical exercises evaluating numerical accuracy, attention to detail, and systematic thinking through billing scenarios and financial calculation challenges.

Customer Service Evaluation

Demonstrate communication skills, empathy, and professional demeanor through scenarios involving billing disputes and sensitive financial customer interactions.

Professional Development Planning

Discuss career aspirations in finance, accounting interests, and commitment to excellence in financial customer service and billing accuracy.

Billing Support Training Program Enrollment

Begin comprehensive billing training with experienced financial professionals, practical application with real billing scenarios, and gradual transition to independent billing support.

Billing Support Professional Success Stories

Christina from Nevada started with customer service background and advanced to Senior Specialist within 8 months, now earning \$31/hour while specializing in complex billing dispute resolution and training new team members.

Michael from Texas transitioned from retail to billing support and discovered natural talent for financial accuracy and customer relationship management. Advanced to Accounts Receivable Coordinator earning \$30/hour.

Amanda from Ohio began billing work part-time while completing education and built successful career in financial customer service. Now earns \$32/hour as Financial Customer Success Manager.

Daniel from Florida started billing support after career change and found work perfectly matched his attention to detail and customer service skills. Advanced to Billing Operations Manager earning \$33/hour.

Why Billing Support Creates Financial Career Value

Billing support skills remain essential as businesses require accurate financial operations and excellent customer service during billing interactions, ensuring career security across expanding finance and business operations sectors.

The growing complexity of business billing and customer financial relationships creates increasing demand for skilled billing professionals who can maintain accuracy while preserving customer satisfaction.

Billing support capabilities provide foundation for advancement across accounting, finance, and business operations roles that value financial accuracy and customer relationship management expertise.

Billing support experience provides comprehensive financial and customer service knowledge that creates advancement opportunities across finance, accounting, and business administration fields.

Ready to launch your billing support career? Apply today to begin earning \$25-\$35/hour while developing valuable financial and customer service skills that create advancement opportunities across the growing finance and business operations economy.



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