

Billing Support Specialist

Remote — Philippines

Full-Time

Supporting a U.S.-Based Client

About Rendeavored

Rendeavored is a U.S.-based business process outsourcing company that builds dedicated offshore teams for small and midsize businesses. Our professionals work directly with U.S. clients as an extension of their operations, providing dependable customer service, billing, and administrative support.

We are seeking a Billing Support Specialist to join our growing team and support a U.S.-based client.

Position Summary

The Billing Support Specialist will manage customer billing inquiries, payment processing, account maintenance, documentation, and related administrative workflows.

The ideal candidate is dependable, organized, attentive to detail, and committed to delivering excellent customer service while handling sensitive customer and financial information professionally.

Key Responsibilities

- Respond to customer billing inquiries by telephone and email.
- Resolve customer requests and billing concerns professionally and efficiently.
- Process electronic customer payments, including ACH, credit cards, and bank drafts.
- Post customer payments accurately within the client's systems.
- Prepare invoice batches and coordinate with onsite personnel responsible for printing and mailing.
- Create and apply customer account credits when appropriate.
- Process customer refunds according to established procedures.
- Assist customers with invoice questions, payment histories, and account requests.
- Document all customer correspondence and interactions accurately.
- Coordinate with other departments to resolve customer requests.
- Process account changes and cancellation requests according to established procedures.
- Escalate complex issues and follow up to ensure complete resolution.
- Maintain accuracy when processing recurring billing, prorated invoices, installation invoices, and account updates.
- Follow documented workflows, privacy requirements, and quality standards.

- Track tasks requiring onsite handling and confirm completion with the appropriate team member.

Scope of the Remote Position

This position supports digital billing and customer-service workflows.

Physical-office responsibilities remain with the client's onsite personnel, including:

- Printing, folding, stamping, and mailing invoices.
- Receiving, opening, sorting, and physically distributing mail.
- Handling paper checks and original documents.
- Operating printers, postage equipment, and other office equipment.
- Completing tasks that require physical presence or custody of documents.

Qualifications

- At least two years of experience in billing, accounts receivable, customer service, administrative support, or a related office environment.
- Strong verbal and written English communication skills.
- Excellent organizational skills and attention to detail.
- Strong customer-service and problem-solving abilities.
- Proficiency in Microsoft Word, Excel, and Outlook.
- Ability to handle confidential customer and financial information with integrity.
- Ability to learn new software and business systems.
- Ability to adapt to changing priorities in a fast-paced environment.
- Experience supporting U.S.-based clients is an advantage.
- Billing, collections, payment-posting, or accounts-receivable experience is strongly preferred.

Preferred Experience

Candidates with experience in any of the following areas are encouraged to apply:

- Accounts receivable
- Medical or customer billing
- Payment processing and posting
- Collections and account follow-up
- Revenue cycle management
- Customer service
- Administrative support
- Account reconciliation

Work Requirements

- Full-time availability: 40 hours per week.
- Availability during U.S. business hours, based on the client assignment.
- Reliable high-speed internet.
- Quiet and professional home workspace.
- Reliable computer equipment suitable for client systems and communication tools.
- Ability to maintain confidentiality and follow information-security requirements.

What We Offer

- Competitive compensation.
- Permanent remote-work opportunity.
- Dedicated U.S. client assignment.
- Structured onboarding and training.
- Professional-development opportunities.
- Collaborative and supportive working environment.
- Long-term career-growth potential.

Why Join Rendeavored?

At Rendeavored, you will become a dedicated extension of a U.S. client's team rather than working in a traditional high-volume call-center environment.

You will build long-term client relationships, develop valuable international business experience, and help deliver dependable billing and customer-service operations.

If you are passionate about customer service and enjoy working with billing and administrative processes, we would like to hear from you.