



Davis Polk & Wardwell LLP (including its associated entities) is an elite global law firm with world-class practices across the board. Clients know they can rely on Davis Polk for their most challenging legal and business matters. Our approximately 1,000 lawyers located in 10 offices in the world's key financial centers and political capitals collaborate seamlessly to deliver exceptional service, sophisticated advice and creative, practical solutions. Visit [davispolk.com](http://davispolk.com).

---

## Job Description

---

<b>Job Title</b>	Client Account Manager
<b>Location</b>	New York
<b>Department</b>	Billing and Collections
<b>Reports to</b>	Director of Client Accounting
<b>Exempt/Non-Exempt</b>	Exempt
<b>Work Schedule</b>	Monday through Friday, 9:30 am to 5:30 pm (additional hours as required).
<b>Position Summary</b>	<p>The Client Account Manager oversees the day-to-day operations of a team of Client Account Coordinators, Accounts Receivable Specialists and Billing Assistants. Furthermore, as part of the Billing and Collections management team, the incumbent participates in implementing new billing software and upgrades, preparing client RFP responses, maintaining and updating annual rate changes, providing ad hoc client reporting and analysis and proactively managing client account related concerns. In addition, the Client Account Manager leads certain department projects and contributes on Firm wide initiatives as requested by senior management.</p>
<b>Essential Duties and Responsibilities</b>	<p>Typical responsibilities include, but are not limited to, the following:</p> <ul style="list-style-type: none"><li>• Overseeing all billing activity to ensure accurate and timely invoicing to clients.</li><li>• Managing the collections process to ensure appropriate and timely client follow up and documentation of collections efforts.</li><li>• Assigning and delegating work to staff based on volume, complexity and priority.</li><li>• In conjunction with the Director of Client Accounting, establishing departmental standards and ensuring</li></ul>

compliance through quality assurance procedures.

- Participating in the development of billing and collection policies, procedures, and internal controls.
- Developing departmental processes and training staff on procedures and technology.
- Managing the preparation of regular and ad-hoc billing and collections reports and analysis to support the firm, department management, practice group coordinators and individual partners.
- Reporting key performance indicators (KPIs) related to billing and collections.
- Advising partners on client billing protocols, and maintaining close communication with partners to resolve client account issues, and escalating issues when appropriate.
- Processing partner distribution waivers and potential holdbacks.
- Maintaining volume discount threshold charts for clients when needed.
- Managing internal department projects and assisting with larger departmental and Firm-wide initiatives.

#### **Qualifications/Position Requirements**

- Experience in and responsibility for managing the billing and collections in a large law firm environment as well as producing related financial reports.
- Strong leadership and team building skills, combined with the ability to mentor, motivate, assess and discipline talent effectively and fairly.
- Ability to analyze client billing and collections protocols and automations.
- High level of expertise and experience with Aderant billing and collections software – Aderant experience required.
- Strong understanding of electronic billing (eBilling).
- Ability to interface with clients to meet their needs that is consistent with Firm policy.
- Detail oriented with well-developed analytical and problem solving skills.
- Ability to manage and prioritize multiple assignments with competing deadlines.
- Excellent oral and written communication skills.

	<ul style="list-style-type: none"> <li>• Proficiency in Microsoft suite applications.</li> <li>• Ability to interact at senior/middle management level and build relationships across a diverse client base.</li> <li>• Ability to work a flexible schedule.</li> </ul>
<b>Education and/or Experience</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree in Accounting, Finance or related field preferred.</li> <li>• Analytical and research experience in a professional services organization (law, consulting, or accounting firm preferred).</li> <li>• A minimum of five years of experience as a Billing or Collections Manager, supervising and developing a team.</li> <li>• Experience working with Aderant required.</li> </ul>
<b>Compensation</b>	Commensurate with experience

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.