Company Overview:

Monkeybrains' mission is to provide affordable wireless Internet service to residences and businesses throughout San Francisco, and ultimately, the Greater Bay Area. We are dedicated to providing and defending a private, unbiased, and high-quality Internet experience for all of our subscribers. Our continued success relies on our ability to attract and grow a team of world-class people. Monkeybrains offers competitive rates, unique job perks, and full benefits!

Position: Accounts Administrator

Department: Compliance/ Accounts Receivable

Monkeybrains is seeking a talented and detail-oriented Accounts Administrator! The Accounts Administrator will work within our Compliance Department, carefully managing daily, weekly, and monthly accounts receivable duties while fielding incoming customer requests and inquiries related to billing.

Duties and Tasks/Essential Functions:

- Send bills and invoices, manage and maintain proper account contact information;
- Enter payments into the accounting system and prepare deposits for review by Compliance Manager;
- Collect on past-due accounts and place service holds when necessary;
- Answer telephone calls, tickets and e-mails throughout the day to assist end-users with any accounts receivable inquiries or requests regarding account;
- Identify and escalate priority issues and redirect problems to appropriate resources;
- Manage daily calendar and ensure all payments are collected and accounts are created properly;
- Other duties as assigned

Skill and Knowledge Qualifications:

- Proper phone etiquette;
- Knowledge of customer service principles and practices;
- Ability to speak and write clearly, accurately and professionally;
- Demonstrated proficiency in typing (min 50 wpm) and grammar;
- Must be able to work scheduled hours and maintain regular attendance;
- Effective listening skills;
- Multi-tasking capabilities;
- Demonstrated strong organizational, and effective time-management skills;
- Ability to work independently with minimal supervision;
- Must have a basic understanding of payment processing