

SENIOR MANAGER, CLIENT ACCOUNTING

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary, Montréal and Halifax. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

POSITION OVERVIEW

Reporting to the Director, Finance the Senior Manager, Client Accounting is responsible for the management, administration and delivery of billing/collections services provided to clients (internal and external) across all offices (Toronto, New York, Calgary, Halifax and Montreal).

KEY ACCOUNTABILITIES

Daily Operations

- Oversee the client billing and collections functions to ensure bills are issued promptly and collections made in line with the firm's payment terms across all offices, which will include:
 - monitoring and reviewing new clients and matters to highlight any potential credit risks;
 - overseeing and directing client billing rates and special fee/cost arrangements (i.e., discounts, pro bono work) to ensure they are captured in the accounting system;
 - proactively assess/estimate the need for reserves against at risk work in progress and accounts receivable and manage overall reserves;
 - auditing client invoices, engagement letters and payment arrangements; and
 - identify, report on and resolve delays in billing and collections.
- Manage the firm's overall work in progress and accounts receivable exposure in line with the firm's targets bringing forward any significant issues to the Director of Finance.
- Analyze and review monthly, quarterly, and year end work in progress and accounts receivable balances and escalate and report on issues to the Director of Finance as and when they arise. Prepare reports on findings as necessary.
- Meet regularly with partners to work with and help resolve issues with unbilled work in progress or overdue receivables. Provide feedback on a weekly basis to the Director of Finance.
- Lead regular meetings with representatives of the legal assistant group to discuss billing issues, gather feedback and provide guidance as required.
- Provide recommendations for process improvement to the Director of Finance.
- Keep abreast of changes in commodity tax rules and act as the lead in ensuring the firm fully complies with the rules impacting billing.
- Participate in projects and initiatives as required.



Vendor Engagement

- Negotiate terms of contracts and oversee work performed by vendors to ensure they adhere to the terms and service level agreements.
- Act as the lead for any systems changes impacting the billing and collections function liaising closely with the Director of Finance and Senior Manager, Financial Systems to define scope, deliverables and agree timelines, engaging with the vendor as required.

Team Engagement

- Provide direction, coaching and development support to direct reports to ensure they are engaged, capable and meeting expected service standards.
- Participate in the recruitment process with HR.

ATTRIBUTES & EXPERIENCE

- Undergraduate education and/or equivalent experience to successfully complete the essential requirements of the role.
- 10+ years of related experience, preferably in a professional services environment; 8+ years of management experience in a similar role.
- Accounting designation (CPA or equivalent) preferred.
- In-depth knowledge of legal markets and the legal professional landscape.
- Sound knowledge of commodity tax rules.
- Solid knowledge of Elite 3E accounting system with particular emphasis on the 3E billing system is preferred.
- Expert knowledge of electronic billing platforms and processes.
- Thorough knowledge of law society rules and regulations regarding clients with particular emphasis on trust, billing and collections.
- Experience with collection procedures including use of third party collection agencies; tracing clients and use of third party software to obtain credit information on clients.
- Ability to communicate effectively (verbally and in writing) to a broad range of audiences.
- Proven ability to establish and build trust-based working relationship with stakeholders.
- Exceptional client service orientation combined with a proven track record of 'going above and beyond' to service clients.
- Strong leadership skills to be able to build, motivate and direct a team to success.
- Strong interpersonal, relationship, collaboration and consultation skills and the ability to work with tact, poise and discretion.
- Results driven, self-directed individual with the demonstrated ability to prioritize.
- Strong project and time management skills and ability to manage a variety of concurrent projects.
- Strong aptitude for utilizing technology in improving speed, accuracy and efficiency of a process within a law firm environment.
- Solid strategic and analytical skills.



HOW TO APPLY:

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting (firmadminrecruiting@torys.com).

We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted

At Torys we are committed to diversity in the recruitment, retention and advancement of our people. We believe that diversity of backgrounds, experiences and perspectives enhances the quality of our work and enriches our lives. We are committed to fostering an inclusive and accessible work environment. Accommodations are available for applicants with disabilities. If you require accommodation at any time during the recruitment process, please contact [Jenny Tavares](#), Senior Manager, Human Resources.