# Billings & Collections Coordinator

## Finance Department

### Location

**Office-based**
**Full-time role based in our Wimbledon Headquarters**

### Team Reporting and Structure

Reporting to: Billings & Collections Manager within the Finance Team

### Role Overview

We're looking for a highly organised and detail-focused Billings & Collections Coordinator to support the smooth running of our billing and early-stage credit control processes. This role sits at the heart of the finance function and is responsible for ensuring accurate invoicing, timely responses to customer queries, and proactive early-stage collections activity.

You will play a key role in maintaining cash flow discipline across the business by ensuring invoices are raised correctly and on time, managing high volumes of customer communication, and supporting the resolution of billing issues quickly and efficiently.

This is a fast-paced role within an events-led business, requiring strong communication skills, excellent prioritisation, and confidence working with multiple internal and external stakeholders.

### Responsibilities

**Accounts Receivable & Customer Collections**

- Manage the accounts receivable inbox, ensuring all queries are acknowledged within 48 hours and resolved with agreed SLAs.
- Carry out early-stage collections activity, making outbound calls to customers regarding invoices up to 30 days overdue.
- Support credit control activity by updating systems, logging customer interactions, and escalating aged debt where required.

**Invoicing & Revenue Processing**

- Raise accurate and timely invoices via Microsoft Dynamics and ensure all "Won" orders are processed within 24 hours.
- Monitor customer payments, matching incoming funds to invoices, and resolving allocation issues.

**Insurance & Credit Management**

- Maintain accurate insurance records, including weekly uploads, status tracking, and credit note processing.

**Accounts Payable Portal Administration**

- Manage and process invoices and payments through third-party AP portals (e.g. Candex, Tipalti, and Tungsten)

## Qualifications & Experience

### Desirable

- 1-2 years' experience in an administrative, finance, or office-based support role.
- Comfortable working in a high-volume inbox environment with strong organisation and prioritisation skills.
- Experience speaking with customers or stakeholders over the phone is highly desirable.
- Strong working knowledge of Microsoft Excel (confident with basic formuilas and data handling)
- Experience using CRM or finance systems is advantageous but not essential (e.g. Microsoft Dynamics or Sage Intacct)
- Experience with AP/AR portals (e.g. Candex, Tipalti, Tungsten) is desirable but not essential

## Company Overview

www.nineteengroup.com

Nineteen Group is a fast-growing events and media business backed by Phoenix Equity Partners, serving vital sectors including security, fire safety, emergency services, retail technology, health and safety, construction, manufacturing, and more.

We build vibrant industry communities through world-class events and media, creating spaces where ideas are shared, relationships are formed, and practical solutions shape the future.

Headquartered in Wimbledon, London, with offices across the USA, Australia, Hong Kong, and Singapore, Nineteen is powered by a passionate global team. Our people live our KADI values – Kind, Agile, Driven, and Inclusive – because we're a culture-first organisation that puts our people first; we just happen to do great events too.

## Equal Opportunities

Inclusivity is at the heart of everything we do at Nineteen, and that requires a diverse team of great colleagues who feel they have a clear place with us, supporting us all to grow. The more inclusive our employees feel, the better we feel and the quicker we all develop. We are keen to meet people with varied backgrounds and experiences.

We recruit based on merit, potential, and fit to our cultural values. Product knowledge we can teach.