



The Opportunity:

Client Account Specialist (Flexible Hybrid in SF Bay Area)

The **Client Account Specialist** supports the delivery of quality legal services to clients by performing the following functions: The Client Account Specialist provides support to all billing and collections activity, including tracking special agreements, solving problems and responding to inquiries relating to invoice balances and application of cash received, updates to the ARCS collections database, preparation of statements to clients and regular communications with attorneys and clients to resolve invoice issues and stale receivables. Assists with special billing and accounts receivable-related projects and a broad range of requests, with a high level of analytical and critical thinking skills. Provides instruction and assists others in the use of the time and matter programs. Makes system updates of core billing and accounts receivable information. Manages many aspects of client trust accounts in accordance with the California State Bar guidelines. Submits accurate and timely reports.

This position is a flexible hybrid position requiring working in-person in San Francisco.

The Day-to-Day:

- **Invoice Preparation/Posting:** Prepares and posts client invoices as revised by attorneys and in accordance with client guidelines. Researches inquiries and discrepancies. Interfaces with attorneys and secretaries as necessary and works with other accounting team members to resolve issues and ensure the necessary data updates are in place to proceed with bill preparation. Tasks include making text edits, fee and expense adjustments, write-offs and transfers, implementing rate adjustments, and updating address information. Prepares task-based and electronic bills, troubleshoots e-billing rejections, provides expense backup, and makes “manual” adjustments to bill formats via Word as required. Reviews and verifies pre-bill to invoice data and releases the approved pre-bills for posting. Verifies release output and posts final pre-bills to accounts receivable in accounting system. Sends invoices out via email and submits electronic formats for e-bill clients.
- **Cash Receipts:** In conjunction with the Accounts Receivable Coordinators, reconciles and researches questions or issues pertaining



to daily cash receipts (checks, wires, ACH, and credit card) to accurately apply payments or make client refunds. Performs data entry of payments to the appropriate invoices or GL account in the accounting system. Scans checks with supporting backup. Updates daily deposit workbook to balance payment entry in the accounting system with payments received and manages checks held from deposit.

- **Bank Deposit:** Organizes checks by the appropriate account and bank. Scans checks, by account, through bank remote deposit scanner to record daily bank deposit(s). Prepares deposit slips for cash deposit or checks not accepted through remote deposit and takes the checks or cash for deposit to the bank.
- **Client Trust Accounts:** Records daily trust account deposits, and transfers or withdrawals to the correct account (state bar or client trust). Ensures that appropriate supporting backup and attorney or client authorization is presented before initiating transfers, disbursements, or refunds from trust. Prepares checks or wire transfer forms to disburse trust account funds and obtain signatures from authorized partners and/or staff. Completes required bank forms to establish new client trust accounts. Promptly places client overpayments in trust and works with attorneys and secretaries to process refund, or when instructed, process alternative invoice application with appropriate backup and authorization.
- **Maintains Files:** Maintains accurate electronic files as appropriate for all billing and cash receipt related activity, including profiling e-mailed invoices, updating special excel files, and documenting daily cash receipts for operating and trust accounts, trust account disbursements, client overpayments and refunds, wire receipts, account transfers, A/R write-offs, and unapplied cash. Performs regular review of cash receipt activity in Expert Image to ensure all supporting transaction documents are secured electronically. Maintains accurate and detailed notes to track progress on individual client matters via the ARCS collections database. Maintains accurate collections files and e-mail folders. Maintains payment activity spreadsheets for complicated/multi-party billing matters to ensure accurate payment recording.
- **Reporting:** In coordination with attorneys, submits accrual, budget, rate data as requested by client. Distributes monthly trust account report to



the Responsible Partner for the matter. Records retainer activity; sends follow-up emails to attorneys and Department Chairs; and tracks receipts. Provides audit response financial information and timekeeper memorandum on request. Creates bill and payment or specialty reports on request; directs attorneys and secretaries to various matter related reports posted to Grapevine. Alerts Accounting Manager regarding client exchanges that in some fashion indicate a potential risk management problem.

- **Expense Entry/Cost Recovery:** Enters third-party matter expense credits and data entry of disbursements as necessary in the Expert expense entry module and Expert generic importer. Reviews cost recovery/disbursement output and posts charges. Maintains monthly disbursement files and electronic cost recovery archives.
- **Client Account Management:** Monitors the unapplied cash activity to ensure that funds are considered “earned” by the firm, applied to invoices, or returned to trust. Works with Billing to reapply cash when issued bills are revised and to ensure current bills are paid from trust in the current billing cycle, when appropriate. Responds to attorney and client requests, communicates with attorneys and clients regarding stale accounts, making recommendations for resolution as appropriate, and assisting with other items on the daily collections task list.
- **Collections:** Supports other collections strategy activity in the Collections Coordinator’s absence.
- **Works Cooperatively and Collaboratively with Others:** Strives to meet deadlines, follow firm policy and department protocols. Maintains department customer service standards. Assists with special projects as assigned. Communicates with clients in a professional and service-oriented manner. Works cooperatively with attorneys, secretaries and other, as necessary.



Requirements:

Experience:

The **Client Account Specialist** must have a minimum three (3) years billing or accounts receivable experience in a professional services firm, preferably a law firm.

Education:

High school diploma or GED required. College or extension courses in accounting and/or business desirable.

Knowledge, Skills and Abilities:

- Proficient in the use of MS Office Suite of software (Word, Outlook, and Excel), and pdfs.
- Familiarity, and ability to gain proficiency, with billing and accounts receivable software, distributed billing, paperless billing workflow, and collections platform: Aderant preferred, (familiarity with Elite helpful if no familiarity with Aderant), Prebill Viewer and ARCS.
- High level of knowledge regarding billing and accounts receivable principles, including relevant accounting concepts.
- Accurate touch typing and data entry. 10-key by touch.
- Excellent interpersonal and communication skills, both written and verbal; demonstrated understanding of correct grammar, spelling, and punctuation.
- Ability to work effectively within a team environment and to work proactively.
- Strong time management skills and the ability to work under pressure in a fast-paced environment; ability to coordinate multiple tasks concurrently and meet deadlines.
- Strong organizational skills and attention to detail.

To apply, please submit a cover letter, resume, and complete the application at: <https://us242.dayforcehcm.com/CandidatePortal/en-US/farella>



What We Provide:

Farella supports all the members of our Farella family in achieving both personal satisfaction and professional accomplishment. Farella provides competitive salary and excellent benefits including comprehensive, medical, dental, vision, generous PTO, educational reimbursement and charitable contribution matching. The annual base compensation range for this California position is expected to be between \$90,000 and \$100,000. Placement within the salary range depends upon a number of factors including years of experience and professional skills required for this role. Additional compensation may include a discretionary bonus, health and welfare benefits, PTO, leave, paid holidays and retirement plan benefits.

At Farella, we recognize that the contributions, individuality and diversity of all our professionals are key to the firm's success and meeting the needs of our clients. And like our clients, we value attributes such as enthusiasm, character, and high ethical standards. In fact, these are core qualities in all the individuals who come to work with us—and in all those with whom you will work! The longevity of those in all positions at the firm speaks to the warm, collegial, professional and rewarding environment at the firm. Farella has for many years been named one of the Best Places to Work in the Bay Area by the *San Francisco Business Times / Silicon Valley Business Journal*. We are ranked on the Best Midsize Law Firm to Work For in the United States list by Vault.

Who We Are:

Farella Braun + Martel is a leading Northern California law firm representing corporate and private clients in sophisticated business transactions and complex commercial, civil and criminal litigation. Clients seek our imaginative legal solutions and the dynamism and intellectual creativity of our lawyers. We are headquartered in San Francisco and maintain an office in the Napa Valley that is focused on the wine industry.

Farella's commitment to supporting the industries of Northern California and our entrepreneurial responsiveness to the regional demands have driven our growth and evolution. Nimbleness and opportunistic management have propelled our success for over 60 years. From trial prowess in high-stakes litigation to utility-scale renewable energy project development and complex



transactional expertise, Farella's clients rely on and appreciate our fierce focus on client service and high-quality work.

Commitment to Diversity, Equality + Inclusion

We strive to ensure that everyone working at Farella feels like they belong. To that end, our recruiting, retention and practice development programs welcome, support and promote the interests of women, families and people of all ethnicities and sexual orientations. At Farella, we are committed to diversity, both as an ethical ideal and as a business imperative.

Our Commitment to the Community in Which We Live and Work

Since our inception over 60 years ago, Farella Braun + Martel has actively participated in our local communities. Through pro bono work, charitable giving, and participation in charitable and civic organizations, we have strived to honor our core principle of giving back to the community. We annually participate in firmwide community service events including Rebuilding Together San Francisco, BASF's Head Start Holiday Gift Program, BASF's Food from the Bar Campaign benefiting the SF/Marin Food Bank, and Chapter One Online Literacy Tutoring Program with local elementary schools.

Recognition

Farella has received industry and peer recognition equal to any firm in the country. Our attorneys include fellows of the American College of Trial Lawyers, American College of Appellate Lawyers, American College of Environmental Lawyers, American College of Coverage Counsel, College of Labor & Employment Lawyers, and American College of Investment Counsel. Farella has been named among *Law360's* California Powerhouses, featured on the *National Law Journal's* Midsize Hot List and is named one of the Best Places to Work in the Bay Area by the *San Francisco Business Times / Silicon Valley Business Journal*.

Green Business

Farella Braun + Martel became the first major law firm in San Francisco to obtain certification as a green business from the San Francisco Green Business Program in 2006. The program recognized the firm for meeting its stringent environmental standards. We received our fifth Green Business certification in 2024.



Farella is committed to equal employment opportunity and providing reasonable accommodations to applicants with physical and/or mental disabilities. We value and encourage diversity and solicit applications from all qualified applicants without regard to race, color, gender, sex, age, religion, creed, national origin, ancestry, citizenship, marital status, sexual orientation, physical or mental disability, medical condition, military and veteran status, gender identity or expression, genetic information, change of sex or transgender status, genetic information or any other basis protected by federal, state or local law.

Farella is an Equal Opportunity Employer