Accounts Payable Team Lead

Position Summary

The Accounts Payable Team Lead is responsible for overseeing the day-to-day operations of the Accounts Payable department and ensuring invoices and payments are processed accurately, timely, and in accordance with company and association requirements. This position provides leadership and support to the AP team, monitors workflow and deadlines, assists with resolving issues, and serves as a key resource for the Community Management and Accounting teams. This position will also maintain a small portfolio of associations to perform daily AP duties for, mainly consisting of large scale Associations/VIP clients.

The ideal candidate is highly organized, detail-oriented, and comfortable working in a fast-paced environment with a high volume of transactions. Strong communication skills, sound judgment, and a thorough understanding of accounts payable processes are essential.

Essential Duties and Responsibilities

- Oversee the daily workflow of the Accounts Payable team to ensure invoices are processed accurately and within established deadlines.
- Ensure invoices have proper supporting documentation and approvals.
- Monitor invoice batches in CINC to ensure they are addressed in a timely manner.
- Monitor the AP general email inbox to ensure items are being addressed in a timely manner.
- Main point of contact for VIVE. Assist vendors with signing up for VIVE. Review waiver requests.
- Prepare & eFile 1099s (beginning with 2027 filings)
- Assist with check runs as needed.
- Set up vendors on ACH payments through CINC when requested by the vendor.
- Update invoice approvers as needed for CM changes and onboarding associations.
- Set up Board Invoice approvers.
- Identify and resolve discrepancies.
- Assist with vendor inquiries regarding invoices, payments, account balances, and payment status.
- Address overdraft notices & check verifications needed from Alliance Bank.
- Handle escalated AP matters presented by Community Managers or Board Members.
- Maintain accurate and organized AP records and documentation.
- Assist with month-end and year-end AP processes as needed.
- Ensure coverage when AP team members are out of office.
- Conduct interviews for future hires.
- Conduct year-end reviews for team members.
- Handle disciplinary actions for team; coaching, write ups, PIPs, terminations.
- Hold meetings with AP team on a monthly basis (at minimum).

Team Leadership

- Provide daily direction, support, and guidance to AP team members.
- Monitor workload and assist with prioritizing tasks to ensure deadlines are met.
- Review team work for accuracy and consistency and address issues as they arise.
- Train and assist new AP employees with company procedures, systems, and expectations.
- Provide ongoing coaching and support to team members to improve accuracy, efficiency, and productivity.
- Identify training opportunities and recommend process improvements to management.
- Serve as a resource for AP team members when questions or unusual situations arise.
- Assist management with employee performance concerns and provide feedback regarding AP team performance when appropriate.

Community & Internal Support

- Work closely with Community Managers, Accounting, and other departments to resolve invoice and payment issues.
- Assist Community Managers with questions regarding invoice status, payment requirements, coding, and AP procedures.
- Communicate AP deadlines, procedural changes, and other relevant information to the appropriate team members.
- Escalate significant payment, vendor, association, or process issues to management.
- Help ensure AP procedures are consistently followed across the portfolio.

Systems & Process Improvement

- Maintain a strong working knowledge of the company's accounting and association management software, including CINC.
- Identify opportunities to improve AP processes, reduce manual work, and increase accuracy and efficiency.
- Assist with implementing new AP procedures, systems, and controls.
- Help maintain and improve internal controls related to invoice approval, payment processing, vendor information, and financial documentation.
- Monitor recurring AP issues and recommend solutions to management.

Qualifications

- 3+ years of accounts payable or accounting experience, preferably in a high-volume environment.
- Previous leadership, supervisory, or team lead experience preferred.
- Experience in HOA management or property management preferred.
- Strong understanding of accounts payable processes and internal controls.

- Experience working with accounting or property management software; CINC experience is a plus.
- Strong attention to detail and accuracy.
- Excellent organizational and time management skills.
- Ability to prioritize and manage multiple deadlines.
- Strong written and verbal communication skills.
- Ability to identify problems, research solutions, and exercise sound judgment.
- Ability to work independently while also providing support and direction to a team.
- Proficiency with Microsoft Office, particularly Outlook and Excel.

Key Attributes

- Detail-oriented and highly organized
- Dependable and deadline-driven
- Professional and approachable
- Strong communicator
- Team-oriented
- Problem solver
- Able to handle confidential financial information appropriately
- Comfortable taking ownership and accountability
- Willing to identify and address process issues rather than simply work around them

Physical / Work Environment

This position is primarily office-based and requires the ability to work at a computer for extended periods. The position may require occasional additional hours to meet month-end, year-end, or other critical AP deadlines.

Disclaimer

This job description is intended to describe the general nature and level of work performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required for the position. Duties and responsibilities may be modified as business needs change.