

FAMILY SERVICES POSITION DESCRIPTION

Position Title: Billing Specialist/ Fiscal Assistant

Employee:

Reports To: Billing Supervisor

Summary:

Family Services' positions require employees to maintain certain skills and characteristics to perform job tasks successfully. These characteristics include the flexibility to work independently and in a team environment, as well as willingness to do whatever it takes to get the job done while maintaining the highest level of professional integrity. This means maintaining confidentiality and following workplace policies and procedures, supervisory directives, and even changing work assignments if deemed necessary by management. Effective time management skills are essential to performing multi-task functions in an efficient manner. The ability to communicate effectively both in oral and written form is vital. This facilitates collaboration with clients and a range of other stakeholders. Effective written communication skills also result in meeting the documentation requirements of various funding sources. Additionally, Family Services stresses ongoing learning and professional development as well as openness to supervisory feedback.

This position requires the ability to respond to various differences among the agency's clientele and staff, including but not limited to economic, ethnic, religious, sex, age, and disability status. Workers should be sensitive to any and all differences. Employee must possess a capacity for appropriate assertiveness skills, the ability to assess and respond to verbal and nonverbal cues, as well as good relationship skills which allow for dealing with staff/clients under stress.

Position requires a commitment to Family Services' mission to strengthen families as the ideal nurturing environment for people, empowering individual members to grow. Employee acts in accordance with the Social Work Code of Ethics. Position requires the ability to complete independent decisions and judgments regarding client needs and agency services such that proper direction is taken according to agency policy and both the client and agency benefit from decision making.

This position requires strong analytical, organizational, and technical skills related to the efficient functioning of agency billing operations. Responsible for medical assistance and insurance billings. Requires comprehensive, well-established computer abilities and strong accounting skills. Requires the ability to observe and learn the billing practices of all agency programs in order to serve as back up. Emphasis includes attention to details, accuracy, logical reasoning and mathematical orientation. Strong organizational skills, the ability to prioritize his/her workload and the ability to get along well with others are a must for this position.

Examples of Tasks Performed and Work Assigned

1. Tabulates data and compiles reports and billing information for invoices submitted for various agency services.
2. Responsible for accuracy and integrity of various data entry systems regarding billing information.
3. Compiles and prepares any necessary reports from the computer system regarding billing data entry and process.
4. Experience in billing to managed care organizations, medical assistance and third party insurances.
5. Proficient in Excel and has strong organizational and analytical skills.
6. Reviews work product of other billing positions to ensure accuracy and completeness.
7. Directs/assists in the performance of tasks when needed such as unusual questions/problems.
8. Assumes responsibility for the accuracy and timeliness of billing work products.
9. Initiates appropriate follow up action on returned/rejected billings, including finding and resolving errors.
10. Interacts with primary, external and internal customers of the agency in such a manner that the customer experiences increasing quality; participates as a member of a Quality Team.
11. Performs other duties as assigned.

Required Education/Experience

Prefer degree in accounting. Minimum of three to five years relevant experience accepted.

Employee Signature

Supervisor Signature

Date

Date

Revised: May 2018