

Ross/West View EMSA
Job Description – Accounting Clerk – Office Staff

POSITION: Billing Clerk – Office Staff

DEPARTMENT: Administration

REPORTS TO: Office Manager and Executive Director

SALARY RANGE: \$45,000 - \$55,000

Interested applicants must apply online at www.rwvems.org or in person at EMS Headquarters.

ESSENTIAL FUNCTIONS OF THE JOB

Responsible to receive inquiries from the customers, by phone, email and in person, interpret the inquiry, and either resolve the issue or direct the customer to the appropriate party for assistance. In addition to permanently assigned administrative duties, the Assistant Secretary Assistant Treasurer, Accounting Assistant, Billing Clerk will assist the Billing Specialist, Office Manager and Executive Director with efficient management of office processes.

General Administrative Duties

- Receives and directs phone calls from internal and external sources.
- Types correspondence
- Maintains department databases for EMS Fee
- Prepares/maintains various monthly reports including record retention of resolutions
- Provides information; researches and analyzes issues
- Record daily bank deposits
- Process credit card payments
- Follow up on payment denials
- Download and post Medicare payments
- Process in house billing and work with outsourced billing company
- Verify deposit accuracy and lock box activity
- Electronic billing submission
- Enter, monitor and update delinquent collections for EMS Billing and EMS Fee
- Produce month ending and other reports
- Produce month to month and year to year billing comparisons
- Produce reports for all receipts
- Balance receipts
- Manage and update 90 day and 120 aging reports for billing accounts
- Produce refund letters
- June and December run comprehensive reports for budget and auditor
- Assist with EMS Fee processes, mailing, inquiries and payments
- Enter and reconcile write offs annually
- General office cleaning
- Special projects as assigned

NECESSARY SKILLS/KNOWLEDGE/ABILITIES

- Knowledge and use of various software products, including integrated accounting and payroll packages, Microsoft Word, Excel and ability to learn and adapt to new software
- Knowledge of basic accounting principles and procedures
- Ability to apply established policy in the conduct of financial transactions
- Interact, and work in a cooperative manner with other employees, municipal representatives, and the public.
- Perform all job responsibilities in a calm and professional manner. Must use discretion, diplomacy, and tact when dealing with company employees, supervisors, customers, other public safety personnel and the public.
- Handle all communications professionally and efficiently with careful regard to divulgence of any confidential information.
- As this position involves extensive public contact, proper dress is required
- Ability to communicate clearly and concisely both orally and in writing
- Ability to maintain utmost confidentiality relating to Ross/West View EMSA PCR's and documents and employee information
- Be able to transfer thought, information, and/or observations into written sentences, and transfer verbal information into written form
- Prominent level of efficiency and accuracy

EDUCATION

- High school diploma or equivalent; five years administrative support experience
- Bookkeeping experience or completion of basic accounting courses
- Municipal or EMS Billing experience preferred
- EMS field experience preferred

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties of this position, the employee is regularly required to communicate verbally and hear and respond to verbal communication. The employee frequently is required to use hands or fingers, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; stoop and kneel. The duties of this job require the employee to walk up and down stairs. The employee will occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. The noise level in the work environment is sometimes moderate to high. Sits at desk most of working day. However, finger dexterity and eye-hand coordination required.
- Stooping, bending, and lifting are required.
- Must successfully pass pre-employment physicals, credit check, including drug/alcohol testing.
- Courtesy, cooperation, tact, and poise are always required.