



## JOB DESCRIPTION

**Job Title:** Medical Collections Specialist  
**Department:** Billing  
**Reports To:** Amanda Jackson  
**FLSA Status:** Non-Exempt

**Position Summary:** This position will be responsible for collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections, resolving customer billing problems and reducing accounts receivable delinquency.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Review open accounts for collection efforts
- Make outbound collection calls in a professional manner while keeping and improving customer relations
- Resolve client-billing problems and rescue accounts receivable delinquency, apply good customer service in a timely manner
- Collect customer payments in accordance with payment due dates
- Identify issues attributing to account delinquency and discuss them with management
- Review and monitor assigned accounts and applicable collection reports
- Provide timely follow-up on payment arrangements
- Mail correspondence to customers to encourage payment of delinquent accounts
- Other special projects/tasks assigned and perform other duties as requested

**Competencies:** To perform the job successfully, an individual should demonstrate the following.

**Communications** - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

**Dependability** - Commits to doing the best job possible. Follows instruction. Keeps commitments.

Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions. Ability to work independently while also being a team player.

**Planning & Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

**Quality** - Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

**Use of Technology** - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Minimum of two years of collections experience. Creative, self-disciplined and capable of identifying and completing critical tasks independently with a sense of urgency.

**Language Ability:**

Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, providers and other employees. Strong communication, problem solving and analytical skills.

**Mathematical Ability:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Microsoft Word, Office, Excel and knowledge of medical billing software.

**Certificates and Licenses:**

None Required

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment in a clinical setting. Exposure to moderate levels of noise in a moderately paced environment. Ability to work independently and adapt to a fast-changing environment

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands, feel talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk, stoop kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.