
	Department	800 Finance
	Job Title	Billing and Collections Specialist
	Document ID:	800-0011-r100723 Billing and Collections Specialist.docx
	Document Date:	2010.7.23:15:15

JOB TITLE		EFFECTIVE DATE	PERCENT OF TIME
Billing and Collections Specialist		23 Jul 2010	100%
DEPARTMENT/DIVISION	SUPERVISOR'S TITLE	WORK LOCATION	
800 Finance	Head of Finance	SHP Main Office	
SUPERVISION/DIRECTION RECEIVED			
	Close Supervision		Supervision
	Direction	X	General Supervision
			Other
MANAGEMENT LEVEL			
	Supervisory		Non-Supervisory
		X	Not Applicable

GENERAL SUMMARY OF DUTIES / RESPONSIBILITIES
<p>The SHP Billing and Collections Specialist plays a pivotal role in the smooth running of our healthcare technology company. This position requires an individual with substantial experience with invoicing for a data services company and proven success at collections without sacrificing the customer relationship. The SHP Billing and Collections Specialist will:</p> <ul style="list-style-type: none"> • Perform invoicing for SHP data services. • Coordinate payment of invoices with SHP Customer Management. • Perform necessary follow-up and collections calls until outstanding invoices are paid. • Ensure that the CRM system and customer electronic library are kept current and up-to-date. • Provide SHP Executive Management, Sales, Customer Management and Office Management with just-in-time reports on an ongoing basis in order to give a current and accurate picture of the receivables backlog. • Assist in the proactive development/update of policies and procedures in order to ensure that invoices are paid in a timely manner. • Create Cases and Tasks in MS Dynamics to ensure that customer concerns and inquiries are handled in a timely manner. • Perform account reconciliations as necessary. • Perform other tasks as may be required to assist other SHP personnel resolve any Billing and Collections issues

BACKGROUND AND SKILLS REQUIREMENTS:			
Education (Check Minimum level)		Experience	Computer Skills
	High School	Healthcare Industry	X PC (Windows Based)
X	Associate Degree in related field	Trade Shows	X MS Word
	Bachelor degree in related field	Conferences	X MS Excel
	Graduate Degree in related field	Public Speaking	X MS PowerPoint
	Doctorate in related field	Presentation Skills	MS Access
Technology Skills		Knowledge of Relational Data Base Structure	X Microsoft Dynamics CRM
	Microsoft ASP.NET	Cold Calling	Microsoft SQL Server 2005 & 2008
	Microsoft VB.NET	GoTo Meeting	Ms Project
	Visual Studio .NET (2003/2005/2008)	Teleconferencing	MS Visio
	SQL Server 2000/2005/2008	Webinars	Dreamweaver
	XML and .Net Webservice Technology	X Collection Calls	Sharepoint
	Extensive web programming	X Accounts Receivable for similar industry	X Adobe Acrobat Professional

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				SQL Server Queries
				Adobe CS4 Design Suite

SPECIAL CONDITIONS OF EMPLOYMENT (Licenses, certificates, credentials, altered work schedules, furloughs, travel, etc.)

Knowledge, Skills, Abilities, and Experience:

- Associates Degree in Business Administration or Accounting. If no college degree, candidate must have successfully passed at least 10 units in college level accounting courses with at least 5 years work experience in an Accounts Receiving and Collections position.
- Candidate must have good working knowledge of the Fair Credit and Collections Act.
- Self-directed; problem-solving capabilities; requiring minimal management.
- Ability to interact in an enthusiastic, positive manner with prospects, customers, contractors, co-workers and supervisors at all times.
- Ability to work in a fast-paced environment with minimal supervision.
- Excellent written and oral communication skills; ability to communicate successfully across a wide variety of communication styles.
- Ability to organize, manage and prioritize multiple tasks and meet specified goals.
- Proficient in email, contact management software (Microsoft Dynamics or similar CRM system), and basic technology and vernacular.
- Ability to maintain confidentiality and comply with HIPAA regulations as amended by HITECH.
- Excellent skills with Quickbooks Pro and Microsoft Office Suite (especially MS Excel).

ESSENTIAL DUTIES OF THE JOB

PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
50*	Daily	Collections Representative II Responsible for initiating calls to delinquent customers to collect payments and settle accounts.
50%	Daily	Accounts Receivable Clerk, Sr. Processes and verifies applications for credit and solicits payment on overdue accounts. Compiles necessary information from financial institutions such as banks and credit organizations. Responsibilities also include keeping records of all delinquent accounts, incomplete files, and credit risks.

REQUIREMENTS:

"F" for frequently; "O" for occasionally; "N" for not at all.

PHYSICAL		Must carry/lift loads of:		ENVIRONMENTAL
On the job the employee must:		X	Light (up to 25lbs.)	On the job the employee:
X	Bend		Moderate (25-50lbs.)	Is exposed to excessive noise
X	Sit		Heavy (over 50lbs.)	Is around moving machinery
X	Kneel/Squat			Is exposed to marked changes in temperature and/or humidity
X	Stand	MENTAL		
X	Walk		On the job the employee must be able to:	Is exposed to dust, fumes, gases, radiation, microwave (circle)
	Crawl			
X	Climb Stairs, Steps	X	Read/comprehend	
X	Push/Pull	X	Write	
X	Handle objects (manual dexterity)	X	Perform calculations	X Works in confined quarters and is subjected to typical office noise
		X	Communicate orally	
X	Reach above shoulder level	X	Reason and analyze	
X	Use fine finger movements			
	Other:		Other	Other