**Immediate Supervisor**: Chief Finance Officer; in his/her absence,Executive Director

**Overview:** Under the general direction and supervision of the Chief Finance Officer, this position performs a variety of collection activities.

**Minimum Qualifications:**

**Education:**High School Diploma or Equivalent

**Experience:**One year experience in an office setting and experience in account collections. Previous collections experience in healthcare preferred.

**Essential Functions**:

1. Implement collection procedure for applicable accounts.
2. Prints and mails collection notification letters.
3. Maintains collection accounts.
4. Responds to questions concerning patient accounts.
5. Monitors patient account receivables and identifies and refers delinquent accounts.
6. Processes corporate mail.
7. Remains current with standards of health care collection practices.
8. Complies with center’s policies and procedures.
9. Operates specialized office equipment.
10. Other duties as assigned by Chief Finance Officer.

**Knowledge, Skills and Abilities:**

1. Technically proficient computer skills.
2. Thorough knowledge of common office equipment (copier, fax, printer, etc.).
3. Excellent oral and written communication skills.
4. Ability to organize and prioritize tasks.
5. Ability to work under pressure and meet deadlines.
6. Strong attention to detail, and problem solving skills.
7. Ability to work independently and as a team member.

**Physical Demands/Working Conditions:** General office/clinic conditions are pleasant; good, clean working conditions where accident and hazards are negligible; requires short periods of moderate lifting, pushing or pulling objects up to twenty pounds. Clear diction and acute hearing are necessary for effective communication with the staff and public.

**OSHA Classification**: Category III: Tasks that do not involve exposure to blood, body fluids and tissues and the worker can decline to perform tasks which involve perceived risks without retribution.