

TOIYABE INDIAN HEALTH PROJECT, INC.

POSITION DESCRIPTION

POSITION: Collections Specialist I (TEMPORARY)

SALARY RANGE: TSS 5

WORK STATION: Bishop

SUPERVISOR: Billing Supervisor

NON-EXEMPT

MINIMUM QUALIFICATIONS:

1. High school graduate or GED certificate.
2. One year of general office experience.
3. Experience in clerical work demonstrating arithmetic aptitude and ability, accuracy and attention to detail, and ability to apply established procedures for recording and compiling payments.
4. Aptitude for communicating in person and on the phone in a professional manner.
5. Ability to communicate respectfully with the public.
6. Must have a valid driver's license and be insurable through company insurance.
7. Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs, and socioeconomic needs of the Indian community.
8. American Indian preference in accordance with Indian Preference Act (Title 25, U.S. Code, § 472 & 473).

DUTIES & RESPONSIBILITIES:

1. Reviewing month-end statements and mailing statements as necessary (outstanding and credit).
2. Researching account credit balances for accuracy and appropriateness; responsible for timely follow-up on patient refunds; and monitoring accounts on an ongoing basis for appropriate follow-up.
3. Reviewing and monitoring all outstanding self-pay accounts on a monthly basis and identifying those needing action.
4. Delivering routine follow-up on accounts with no activity by ongoing monitoring, and initiating contact and inquiries through phone calls or written correspondence.
5. Negotiating appropriate payment plans on collectible accounts, when necessary.

6. Identifying accounts needing stronger collection efforts and taking appropriate action.
7. Attempting to correct addresses of any return mail associated with collections.
8. Recommend referrals to the collection agency on any accounts having no activity for over 90 days, or needing further research on addresses.
9. Refer approved accounts to collection agency and providing documentation necessary to substantiate debt.
10. Prepares deposits from cashier receipts.
11. Perform other job-related duties as assigned.

Employee _____ **Date** _____

Supervisor _____ **Date** _____