City of Mesa - Business Services

SPECIALTY BILLING AND COLLECTIONS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: The Specialty Billing and Collections Administrator class is responsible for the effective, efficient, and economical management, coordination, and supervision of the staff and operations of specialty (non-scheduled) billing functions in the Business Services Department including the Mesa Fire and Medical Department (MFMD)'s emergency medical transportation billing, Police alarm billing, and other areas that may fall outside of the City's regular periodic-based billing functions. A significant element of the work includes analysis of compliance and audit risk with State and Federal programs and regulations, process improvement, and providing input and guidance on client department revenue expectations. Duties include: reviewing and evaluating specialty billing and revenue collections activities; short- and long-range planning; strategic planning; budget preparation; developing and implementing program goals and objectives; statistical analysis and reporting; developing and implementing accounting and audit control procedures; general administration for assigned areas; providing direction and expertise to the Medical Billing Supervisor and subordinate staff; recruiting, training, and evaluating personnel; and establishing program policies and operating procedures. This class performs related work as required.

The Specialty Billing and Collections Administrator may also be responsible for consulting work inside and outside the department which may include assessing risks, policies, and procedures and recommending updates and improvements and assisting in their implementation. Consulting work also includes assisting in the analysis of various computer system updates, testing, and implementation. This class assists in preparing the budget by recommending changes to existing budget allocation and preparing written justifications for supplemental requests; preparing performance reports and reports of various expenditure categories; and coordinating section activities with those of other departments throughout the City. The Specialty Billing and Collections Administrator may represent and act on behalf of the Department Director and provides information for City management and outside agencies (examples: Arizona Department of Health Services (AZDHS); Arizona Health Care Cost Containment System (AHCCCS); Center for Medicare and Medicaid Services (CMS), etc.).

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The incumbent in this class exercises considerable independence and initiative and receives direction from the Business Services Department Director who reviews work through reports, conferences, and evaluation of results achieved. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City'sshared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Public

Administration, Business Administration, Accounting, or related field. Extensive (5+ years) of professional-level administrative experience such as: researching and analyzing data; making recommendations to management; report preparation involving research, analysis, and recommendations to management, etc. Good (1 - 3 years) of lead/supervisory experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience with billing, collections, and accounts receivable. Strong knowledge of compliance procedures with State and Federal programs and functions, risk evaluation or internal audit procedures, and principles of program evaluation and performance improvement.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, management, and public officials in explaining and interpreting program rules, regulations, polices, procedures, and guidelines (City, State, and Federal). Responds effectively to customer complaints and inquiries. Prepares written documents such as: statistical analysis, program proposals, feasibility studies, progress reports, justification memos, and Standard Operating Procedures (SOPs). Prepares reports for the City Manager's Office on successes of the program, deficiencies, and opportunities for improvement.

Manual/Physical: Reviews the work products of others to ensure compliance with State and Federal laws, City ordinances, and SOPs. Operates office equipment, such as printers, personal computers (PCs), etc. Enters data into a PC to prepare and generate reports and other documents. Observes, inspects, or monitors the behavior of office personnel to determine and maintain compliance with departmental operating standards and procedures. Prepares and updates schedules, graphs, or documentation to achieve operating results, report statuses, and create presentations. Presents data, information, or training in front of groups. Attends meetings and industry-related seminars to keep current on evolving compliance and auditing regulations. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and directs the activities of the specialty billing and collections functions. Understands and manages business needs, requirements analysis, complex business functions, and customer relations with client departments. Researches and analyzes data to make recommendations to management. Comprehends and makes inferences from written material (examples: budget expenditures, statistical and demographic information, project trends and needs, etc.). Develops section short- and long-term objectives. Performs mathematical calculations, statistical computations, and financial and cost analysis calculations. Coordinates work activities and program functions with other City departments, other cities, and other government agencies. Reviews the work of others to ensure conformance to departmental standards. Supervises, assigns, and evaluates the work of a subordinate supervisor responsible for overseeing personnel conducting billing and collections functions for emergency medical transportation, Police alarm, and other specialty areas. Prioritizes and assigns work

to personnel and prioritizes own work. Learns job-related material through on-the-job training and/or independent study.

Knowledge and Abilities:

Knowledge of:

modern management techniques, and the principles and practices of public administration and governmental organization;
professional-level research techniques, statistical methods, and procedures;
the principles, practices, and methods of employee supervision, training, and evaluation;
the principals of public finance, organizational development, personnel management, policy formation, and budget preparation;
cost accounting procedures and practices and their relationships to program budgeting;
the principles, practices, techniques, and terminology associated with the specific area of assignment;
modern office organization and practices;
customer problem/complaint resolution principles, practices and procedures; and
PC software applications.municipal accounting and finance practices;

Ability to:

write clearly and concisely, and give oral and written presentations of ideas;
explain technical budgetary problems in simple non-technical language;
gather pertinent facts, make thorough analyses, and arrive at sound conclusions;
supervise, train and evaluate assigned staff;
analyze office activities and problems and take appropriate action;
interpret and apply City, State and Federal rules, policies, and procedures as applicable to specific billing and collection activities;
analyze and interpret accounting records;
review, evaluate, and develop systems and procedures related to the processing of customer bills and collection of charges;
investigate complaints and recommend corrective action as necessary to resolve problems;
manage the timely processing of payments;
complete, review and/or approve journal vouchers for adjustments to related accounts; and
deal tactfully and effectively with customers, City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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