

WALDO COMMUNITY ACTION PARTNERS

(Job Description)

POSITION: NET Brokerage Finance Customer Service Data Entry Clerk

GENERAL SCOPE OF DUTIES: Responsible for accurate & efficient data entry for all client trips within the Brokerage, using all required software systems. Archiving, uploading, and auditing of trips, and payment document preparation. . Trip and member validation for FFN and Providers to ensure compliancy against the Brokerage contract to reduce risk. All aspects of customer service, processing mail, answering incoming calls, and Accounts Payable transactions. Align with agency mission in all aspects of work.

EQUIPMENT USED: All general office equipment including computer systems.

ESSENTIAL FUNCTIONS: Includes the following, but in no particular sequence.

FINANCE DATA ENTRY FUNCTIONS:

- Routinely audits trip information to ensure State of ME contract compliances are met and risks are minimized, using the companies outlined procedures.
- Process trip data accurately from all documents received from members or Providers, into the company's Transportation & Finance software systems.
- Export archived billed Self Drive or Provider processed trips, prepare payment summary sheets & import sheets for AP entries to occur, with efficiency and accuracy.
- Monitoring transportation Provider and/or Self Drive information & reimbursements, for compliance, through various reporting mechanisms.
- Accounts Payable data entry, statement reconciliation, and other AP tasks as assigned.
- Follow up on disputed claims or any questions, to the Transportation Providers & members, for corrections and resubmissions.
- Maintain electronic and manual program files for back up.
- Comply with the Health Insurance Portability and Accountability Act.
- Vendor management, which includes new vendor requests, and updating vendors in the Finance software program.
- Process all mail and other forms received at any location.
- Mail payments to clients/vendors and complete filing of payments timely.
- Provide exceptional customer service to all members/Providers, via phone, walk in clientele, and Finance's AP email.
- Recording trips statuses through various stages, Billed, Approved, and Paid, to ensure accurate financial results are recorded.
- Other duties as assigned by the Finance Manager.

MISCELLANEOUS DUTIES

- Light housekeeping duties.
- Maintain vendor payment files, storing and creating new payment folders.
- Assist other Finance employees (Non Brokerage) as needed.

PROFESSIONAL DEVELOPMENT

- Keep up to date on State and Federal regulations governing all aspects relevant to this position.
- Participate in any trainings, meetings and professional development activities.
- Review Standard Operating Procedure documents regularly to ensure they are depicting current processes.

LEADERSHIP & TEAMWORK

- Building cooperative goals and relationships of mutual trust.
- Work in collaboration with agency staff to facilitate a team environment.
- Demonstrates effective communication skills in building relationships with all employees and clients.
- Collaborates with all partner agencies to assure effective communication processes across agencies.
- Exhibit a positive attitude and professional, confidential and collaborative approach with supervisor, co-workers, clients, partners and community.
- Adheres to the policies in the use of computer technology and all tele-communication devices.

SAFETY AND WELLNESS:

- Actively promote safety and accident prevention within the workplace.
- Report any unsafe conditions, incidents and/or accidents immediately.

REQUIRED ABILITIES AND KNOWLEDGE:

- Accurate and organized record keeping.
- Strong communication skills.
- Proficient data entry and word processing skills, and high attention to detail.
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel, Outlook, & Access.
- Ability to lift up to 35 lbs occasionally.
- Must be flexible and able to work with multiple staff members.
- Required to become proficient in using in Easy Rides and Abila programs.
- Must become familiar with the Region 5 area.

MINIMUM QUALIFICATIONS:

- High School diploma or equivalent.
- Minimum of two (2) years office experience, AP experience or other qualified prior work experience.
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to meet WCAP background clearance requirements.

REPORT TO: NET Brokerage Finance Manager.

HOURS PER WEEK: Full Time / 40 Hours/week or Part Time

SALARY RANGE: Non Exempt/ Grade 6/ Points 245

STATEMENT OF UNDERSTANDING:

I have read and understand the above job description and am willing and able to be responsible for the duties.

Employee Signature

Date

Approved:

Initials Date