



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

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## POSITION SUMMARY

The **Billing Representative** is responsible for accurate & efficient data entry for all completed transportation within the business, and capable of operating required software systems. Billing, uploading and importing data, conduct routine audits, and payment document preparation. Trip and member validation for completed trip data occurring, to ensure compliancy against contract requirements to reduce risk. The ability to perform all customer service functions, processing mail, answering incoming calls, and Accounts Payable transactions. Align with the Agency mission in all aspects of work.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Finance Data Entry Functions:

1. Routinely audits trip data to meet thresholds and risks are minimized, using the companies outlined procedures.
2. Process trip data accurately from all documents received for all trip types, into the company's Transportation & Finance software systems.
3. Export all archived/billed trip types for reimbursement preparation, prepare payment summary sheets & import sheets for AP entries to occur, with efficiency and accuracy.
4. Monitor all modes of transportation information & reimbursements, for compliance through various reporting mechanisms.
5. Accounts Payable data entry, vendor management, and all transportation payment preparation.
6. Follow up on disputed claims and all questions, to the Transportation Providers & members, to be resolved, corrected or to request resubmission.
7. Maintain electronic and manual program files for back up.
8. Comply with the Health Insurance Portability and Accountability Act.
9. Volunteer billing, updating transportation revenue, CDS Billing, DHHS Billing, all other billing.
10. Process all mail and other forms received at any location.
11. Mail payments to clients/vendors, complete filing of payments timely, and maintain storage retention.
12. Provide exceptional customer service to all members/Providers, via phone, walk in clientele, and Finance's AP email.
13. Recording trips statuses through various stages, Billed, Approved, and Paid, to ensure accurate financial results are recorded.

### Miscellaneous Duties:

1. Performs light housekeeping duties.
2. Assists other Finance employees (Non Brokerage) as needed.

### Professional Development:

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
2. Participates in any trainings, meetings and professional development activities.
3. Review Standard Operation Procedure documents regularly to ensure that are depicting current processes.

### Position Title:

Billing Representative

### Department:

Transit Systems

### Reports To:

Transit Systems Finance Manager

### Supervises:

N/A

### FLSA Status:

Non-Exempt

### Salary Range:

LH1/R2

### Last Revised/Approved:

February 2019

**Leadership & Teamwork:**

1. Builds cooperative goals and relationships of mutual trust.
2. Demonstrates effective communication skills in building relationships with all employees and clients.
3. Collaborates with all partner agencies to ensure effective communication processes across agencies.

**Safety And Wellness:**

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

**Non-Essential Duties and Responsibilities:**

1. Other duties as assigned by the Finance Manager.
2. Performs additional duties as assigned.

**GENERAL EXPECTATIONS**

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

**PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is required to stand; sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; occasionally lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

## QUALIFICATIONS NEEDED FOR POSITION

### General Requirements:

- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to meet WCAP background clearance requirements.

### Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least two years of AP office experience or other qualified work experience.
- Ability to perform 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, and Access.
- Required to become proficient in using Easy Rides and Abila/SoftTrac.
- Must be flexible and able to work with multiple staff members.
- Must become familiar with the Region 5 area.

### Education Requirements:

The following education requirements are considered essential:

- High School diploma or equivalent.

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

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*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date