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EMS MEDICAL BILLING ASSOCIATES POSITION DESCRIPTION

POSITION TITLE: CLIENT SERVICE SPECIALIST

DEPARTMENT: BILLING

REPORTS TO: BILLING SUPERVISOR

JOB SUMMARY:

To provide service to customers and clients. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. To perform this job successfully, an individual should have knowledge of Microsoft Office Suite, Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, and company specific business system software.

ESSENTIAL DUTIES:

- Maintain and balance monthly deposits made in multiple accounts.
- Complete monthly reports in a timely and organized manner to multiple entities.
- Be a liaison to and coordinate efforts with outside agencies, as well as to act as a liaison between our clients and office.
- Answer financial or billing questions from clients using plain language and understandable reports.
- Monitor and analyze financial reports continually to ensure that client is meeting financial objectives, develop rate recommendations and project future performance.
- Applies write-offs to aging accounts for bad debt.
- Complete implementation duties required for new clients.
- Manage enrollment processes for new and current clients as needed.
- Maintain client data in company database.

NON-ESSENTIAL DUTIES:

- Maintain a high degree of flexibility to allow for management of various issues as they are presented.
- Performs related functions as assigned.

MATERIALS AND EQUIPMENT USED:

- Microsoft software products; i.e. Word, Excel, Power Point, Access and Publisher.
- Other related software as used in company related business, such as Sanitas billing, hummingbird doc-scanning, crystal reports.
- General office equipment to include computers, calculators, etc.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High school diploma or equivalent.
- Associates or bachelor's degree preferred
- Two (2) to four (4) years client service specialist or related experience required.
- One (1) to two (2) years experience with medical insurance processing, preferable.
- One (1) year experience in customer service related field.
- Courses in medical terminology and typing desirable.

Licenses and Certifications:

- Valid Wisconsin Driver's license.

Knowledge, Skills and Abilities:

- Oral and Written Communication Skills
- Customer Service
- Professionalism
- Time Management
- Computer Literacy
- Customer Relations
- Organization
- Have excellent reading skills with attention to detail a must.
- Possess excellent communications skills with a pleasant speaking voice.
- Must be willing to "go the extra mile" for customers to resolve their issues.
- Basic understanding of ICD – 9 codes and or condition codes.
- Must possess the ability to perform multiple tasks at the same time.
- Must be able to work with frequent interruptions and with little or no direct supervision.

PHYSICAL DEMANDS:

- Lifting of at least 30 pounds on an infrequent basis.
- Intermittent standing, walking and sitting.
- Communicating orally in a clear manner.

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

I have read the above position description and understand the duties and responsibilities of the position.

Associate Name (Please Print)

Date

Associate Signature