

Hutchinson Clinic
Structured Compensation - Job Description
Financial Services Rep.

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Page: 1

Department:	Business Office	Grade:	5
Reports To:	Financial Services Supervisor	Classification:	Non-Exempt
Supervises:	Direct: 0 Indirect: 0		
Approved By:	Compensation Committee	Effective Date:	4/25/1997
		Revised Date:	1/25/2007

Role:

Monitor patient accounts for current and adequate payments. Provide flexible customer service with a positive attitude.

Major Duties and Responsibilities:

(E) Essential or
(N) Nonessential

50%	Review Clinic account for patient information and payment status.	E
20%	Identify and resolve patient billing complaints and concerns.	E
20%	Review and prepare delinquent accounts for collections.	E
10%	Communicate with other teams, departments and facilities.	E

Expectations:

1. Monitor accounts with flexibility for adequate payments.
2. Research and resolve billing questions or concerns.
3. Provide exceptional customer services
4. Provide guidance and support for other team members.

Knowledge and Skills:

Experience:	Up to six months of similar or related experience.
Education:	Equivalent to a high school education.
Interpersonal Skills:	A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.
Other Skills:	Requires sitting for long periods of time. Working in office environment. working under stress and use of telephone required. Manual dexterity required for use of calculator and computer keyboard.

This Job Description is not a complete statement of all duties and responsibilities comprising this position.

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