

Job Description

Job Title: Billing Clerk II

Job Code: 900310

Job Family: Administrative

Pay Grade: JC.14.14

FLSA: Non-Exempt

EEO: Office-Clerical

Department/Agency: Countywide

Position Number(s): Multiple

Recommended Position Title(s): Senior Billing Clerk, Billing Specialist

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – **Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources;** utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

Essential Duties:

- Creates and maintains files both public and confidential, inputs and corrects data in systems, and distributes reports; types form letters, labels, mail merges, and correspondence.
- Reviews documents such as client records, purchase orders, and monthly statements in order to compute fees and charges due; prepares billing statements, bills, claims, and invoices for customer accounts.
- Communicates with customers and third-party payers to obtain or relay information and to obtain pre-certification and authorization for amount of services billable; clarifies and updates customer billing records with information such as deductibles, copayments, and adjusted balances; resolves a variety of routine and non-routine billing problems and disputes.
- Reviews and analyzes data to find discrepancies and trends; resolves discrepancies using defined processes and procedures to ensure compliance with regulations, policies, and procedures; explains rules, regulations, and policies regarding fiscal programs to staff; serves as a subject matter expert; provides solutions and recommendations for complicated issues; provides training to other staff.

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Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

High school diploma or equivalent and two years in bookkeeping, accounting, or administrative functions involving billing, record keeping, or accounting support experience are required. May require KS/MO driver's license, depending on department or agency.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

Associate's degree in Accounting or related field is preferred.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

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Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments in a declared emergency situation.