



CITY OF SPRINGDALE
Position Description

POSITION TITLE: Receptionist-Collections Clerk

Exempt (Y/N): No

DEPARTMENT: Fire

DATE PREPARED: July, 2012

SUPERVISOR: Fire Chief

SUMMARY

The incumbent is responsible to serve as the initial contact person for the department, greet walk-ins, answer phone and provide assistance or direct to appropriate party, take payments and print receipts. Perform various clerical functions to assist in the smooth operations of the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Greet public, answer questions, direct to appropriate person/department. Answer phones in an efficient and friendly manner.
2. Handle walk-in patients with insurance information, wish to pay their bill, post payments and print receipts.
3. Print out daily patient invoices, payor invoices, tolling agreements and the "Lifetime Signature Authorization" forms for patients lacking these in their files.
4. Fold invoices and other forms, stuff into envelopes and run thru postage machine.
5. Responsible for return mail by trying to find current or correct address or phone patient to obtain.
6. Speak with patients that have questions regarding their accounts or with insurance information. All patient information is noted in computer under patient notes. Running logs are kept on any patient contact.
7. Make collection calls from a weekly computer generated review list.
8. Help with re-filing claims to insurance companies, Medicare, etc. fax claims to insurance company.

9. Call on delinquent accounts, call patients, send out collection warnings, and call insurance companies to check status on claims not paid on/by a timely basis.
10. Call attorney offices to check on the status of their cases and when to expect payment or when settlement is made.
11. Decide which accounts are to be sent to collection agency, preparing packets, making all necessary copies and giving to Administrative Assistant for review prior to sending to collection agency.
12. Print out fire reports on request from insurance companies or individuals needing these reports on house, car or commercial fires. Reports are generally give to walk-ins or faxed to phone requesters.
13. Responsible for gathering outgoing mail, delivering to the post office after work and locking up administrative office.
14. Assist Firefighters as needed.
15. Assist with projects as assigned.
16. Hand out smoke alarms to those in need and ensuring appropriate paperwork is filled out.
17. Hand out and mail Firefighter applications.
18. Perform other related duties as required or assigned.

Budget Responsibility: \$ N/A Annual dollars
Facilities and Equipment Responsibility: \$ N/A Total value

EDUCATION AND EXPERIENCE

High school diploma or GED plus specialized training and/or additional college courses and 7-11 months of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Notary Public.

INTERNAL COMMUNICATIONS

Regular contacts within the department and with other departments as needed.

EXTERNAL COMMUNICATIONS

Regular contacts with patients, insurance companies, collection agencies, attorneys and hospitals.

USE OF EQUIPMENT AND/OR COMPUTERS

Must be proficient in the use of a personal computer, Microsoft Office Suite and standard office equipment.

OTHER SKILLS AND ABILITIES

Ability to utilize both internal and external resources to obtain information and data necessary to carry out routine assignments and special projects. Must have ability to establish and maintain effective working relationships with management and staff.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

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

The noise level in the work environment is usually moderate.