

SENIOR CREDIT CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is public contact work involving responsibility for some exercise of independent judgment in the establishment of patient's liability, the conduction of credit investigations, the collection of delinquent accounts, and the coordination of activities of the personnel engaged in the credit and collection functions of the hospital. The work is performed under the general supervision of the Chief Financial Officer in accordance with established policies and standardized business procedures. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Coordinates the assignment of workload within the department; Consults with patient's relatives or patient's representatives referred by Patient Representative to obtain information about patient's financial status and to evaluate the patient's ability to meet financial obligations; Refers patients to Social Services or advises patients of availability of Hill Burton grants; Recommends to Senior Management the cancellation of accounts for hardship cases; Traces and locates persons with delinquent accounts; Maintains routine contacts with collection agencies; Maintains and reviews records of delinquent accounts, investigations and collections, and prepares reports; Within guidelines, prepares small balances accounts for turnover to collection agencies; Recommends to Senior Management the turnover of larger accounts to collection agencies; Consults with superiors regarding patient's accounts; Performs various public contact and account collection tasks; Responsible for the administration of the Hill Burton program within the Hospital; Maintains logs of disposition of all applications for Hill Burton grants; Prepares monthly reports to include, among others; A/R aging reports, collection turnover and recovery reports; administrative adjustment reports; Evaluates credit and collection policies and procedures and makes recommendations for improvement; Assumes related duties as assigned by the Chief Financial Officer.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the business and legal aspects of credit and collection work; Good knowledge of office terminology, procedures and equipment; Ability to meet the public and get along well with others; Ability to maintain activity records and to prepare reports; Ability to understand and follow detailed oral and written instructions; Tact and courtesy in public contact; A high degree of accuracy; Initiative and resourcefulness; Physical condition commensurate with the demands of the job.

MINIMUM QUALIFICATIONS: Either:

- A. (1) High school graduation with courses in business, typing required, and (2) one year full-time experience in an agency dealing with credit, billing, or collection work.
- B. An equivalent combination of training and experience sufficient to indicate the ability to perform the duties of this position.