

CHIEF BILLING CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work of a complex nature involving the responsibility for implementing and monitoring the processing of financial materials related to various billing functions including the ongoing review of systems and procedures to maximize reimbursement. The work is performed under the general supervision of a higher-level administrator and supervision is provided to account keeping, billing and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates and supervises all aspects of billing operations and provides training, guidance and technical assistance to billing staff, ensuring proper application of procedures and standards;
Plans, assigns and supervises the preparation, processing and issuance of bills and invoices in accordance with established policies, procedures and regulatory requirements;
Conducts ongoing analysis of billing procedures and recommends strategic improvements to maximize reimbursement;
Oversees daily billing operations and adjusts staff assignments to ensure efficient workflow continuity;
Oversees the preparation of financial reports, including billing data, write-offs and quarterly and yearly statistics;
Reviews and verifies billing records, transactions and supporting documentation for accuracy, completeness and compliance;
Monitors and reconciles accounts receivables, identifies discrepancies and authorizes adjustments or corrections to maintain accurate financial data;
Evaluates and verifies eligibility for services, programs, or accounts in accordance with established rules and procedures;
Participates in the development and implementation of billing policies, procedures and automated systems to improve efficiency and compliance and adhere to applicable federal, state and local regulations and policies;
Manages the receipt and processing of consumer payments;
Communicates with individuals, organizations, vendors or outside agencies to obtain or clarify billing information, resolve discrepancies and facilitate collections;
Handles billing-related questions and prepares correspondence as needed;
Responds to inquiries from internal departments, external agencies and the public regarding billing matters;
Resolves software related issues within accounts receivable systems and contributes to the design and enhancement of applications by clarifying billing procedures and compliance requirements;
Prepares and maintains reports, summaries and financial data related to billing and collection activities for management review;
Performs related administrative and supervisory duties, as required;
Completes special assignments pertaining to billing operations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of business arithmetic and English; thorough knowledge of clerical principles and practices; thorough knowledge of office terminology, procedures and equipment; thorough knowledge of the principles and practices of billing in a government setting; thorough knowledge of billing codes and formats; good knowledge of government regulations relative to federal and New York State programs*; ability to interpret and comply with complex oral and written instructions; ability to carry out oral and written instructions; ability to understand and interpret written material as it relates to billing procedures; ability to supervise the work of others; ability to maintain, monitor and oversee financial records; ability to prepare clear and accurate reports; ability to use computer programs and software to perform billing tasks*.

(over)

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and six (6) years of paid office clerical or business work experience, three (3) years of which must have involved billing (e.g., medical), accounts receivable and/or financial record keeping (e.g., Account Clerk, Bank Teller, Payroll Clerk), as a major function of the work (the major function of the work is defined as 50% or more of the day-to-day work functions), one (1) year of which must have included the supervision of staff; or
2. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) or higher which included or was supplemented by eight (8) credits in Accounting and four (4) years of paid office clerical or business work experience, two (2) years of which must have involved billing (e.g., medical), accounts receivable and/or financial record keeping (e.g., Account Clerk, Bank Teller, Payroll Clerk), as a major function of the work (the major function of the work is defined as 50% or more of the day-to-day work functions), one (1) year of which must have included the supervision of staff; or
3. A Bachelor's degree or higher which included or was supplemented by twenty-four (24) credits in Accounting and one (1) year of paid work experience that involved billing (e.g., medical), accounts receivable and/or financial record keeping (e.g., Account Clerk, Bank Teller, Payroll Clerk) that included the supervision of staff.

PROMOTION: Three (3) years of permanent status as a Senior Billing Clerk.

*To be demonstrated during the probationary period.

R.C.D.P. (01.03.2023) 09.19.2025
Competitive

11.01.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.