

CLASS SPECIFICATION

Town of Hilton Head Island, South Carolina



This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title:	Revenue Collections Specialist
Department:	Finance
Class Code:	2055
Salary Grade:	G08
FLSA Designation:	Non-Exempt

General Statement of Duties

The principal function of an employee in this class is to perform EMS collection activities, technical accounting duties in the maintenance and auditing of patient account information, and supporting the Revenue Collectors in their efforts to collect delinquent business license and tax accounts. The work is performed under the supervision and direction of the Inspections, Collections, and Audit Manager but some leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all levels of Town staff and the general public.

Examples of Essential Functions

(Examples are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position. Members of this classification may be required to perform a combination of the tasks below.)

- Performs collection duties and tasks related to past due payments for delinquent EMS accounts, secondary billing, posting payments/adjustments, and balancing accounts;
- Analyzes data from insurance companies and processes collection from appropriate sources;
- Performs a full range of duties related to the billing and reporting of patient information;
- Reviews "Explanation of Benefits" statements to determine next steps on EMS patient billing;
- Performs administration and annual EMS accounts audit and reporting in preparation for the collection process through MASC Setoff Debt Program;
- Assists in reviewing and entering ambulance transports forms for billing/reporting purposes as needed;
- Assists in scheduling gross receipts audits;
- Assists the Revenue Collectors with the input of customers' contact, business license fees, taxes and beach preservation data;
- Researches unlicensed businesses and delinquent tax accounts;
- Maintains accurate and up-to-date files (hardcopy and/or electronic) of all forms;
- Generates and documents investigative contacts (calls or field visits) with businesses to ensure compliance with business license, hospitality tax, accommodations tax, and beach preservation fee ordinances;
- Assists with the processing of Business License renewals in accordance with prescribed policies and procedures;
- Performs a variety of office accounting and support duties;
- Follows general and position-specific safety regulations and procedures; identifies, corrects and/or reports safety hazards (*See Safety Manual for details*);
- Performs emergency or disaster-related duties as assigned;
- Performs other directly related duties consistent with classification role and function.

Knowledge, Skills and Abilities

- Knowledge of medical terminology and billing;
- Knowledge of Medicare, Medicaid, and other insurance billing codes, procedures and modifiers;
- Knowledge of HIPAA;
- Knowledge of the applicable sections of the Town's Code of Ordinances;
- Knowledge of the policies, procedures, and practices of other departments as they relate to the issuance of business licenses;
- Knowledge of bookkeeping, and general business management;
- Knowledge of applicable laws and regulations governing collection procedures and methods;
- Ability to interpret insurance explanation of benefits;
- Ability to deal with a wide range of personalities;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to handle confidential information with appropriate discretion;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Minimum Qualifications

- Associate's Degree in Accounting or related; and
- Some accounting and collections experience; or
- Any combination of education, experience, special qualifications and training that provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

Work Conditions and Essential Physical Abilities

Principal duties of this class are performed in a general office environment and require the following essential physical abilities:

- Sedentary work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body;
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling;
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound;
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes;
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely;
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.