



DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Billing Technician

DEPARTMENT/DIVISION: Utility Customer Service

REPORTS TO: Utility Customer Service Supervisor

SUMMARY: Responsible for billing and collecting revenues for special miscellaneous billings and performing specialized work related to processing financial transactions. Duties might include: system administration of various database programs, reviewing information for compliance with ordinances or laws, resolving issues, and maintaining financial records. Requires strong face-to-face and telephone customer service skills.

ESSENTIAL JOB FUNCTIONS – Administrative and Billing

- Bills and collects revenues for special miscellaneous billings;
- Prepares billing, serves as resource for customer questions, tracks, collects and reports revenue from False Alarm and Alarm Permit billing;
- Coordinates and collects revenues of various Miscellaneous Revenues;
- Researches, coordinates and tracks to ensure compliance to all contractual obligations on all vendor contracts and bids;
- Monitors and processes all division vendor invoices;
- Assists in the development, research and monitors compliance of all bids and contracts for the division;
- Develops and maintains PC databases to measure functional job costing;
- Performs complex reports or documents, compiles and analyzes data, researches alternatives, and makes recommendations to ensure efficient departmental operations; compiles and generates data for various daily, weekly, and monthly reports.
- Coordinates with outside service providers for equipment and supplies.
- Coordinates invoices and check requests, assigns account codes and submits for payment;
- Maintains account balances for the cost center and processes purchases

ESSENTIAL JOB FUNCTIONS – Alarm Permit & False Alarms

Billing Technician

- Responsible for performing technical work in entering and coding of Police Department information for billing purposes that requires specialized training and certification. May be responsible for activities related to utility billing (e.g., collecting and processing fees and payments).
- Enters client information into applicable billing software application, which includes: setting up new patient accounts; updating previous information on clients; entering information pertaining to each call or run; preparing clients billings; interpreting run sheets and coding appropriately based on City Ordinance and fees/codes; and/or, performing other related activities.
- Processing incoming and outgoing mail.
- Prepares deposits for payments received and ensures accounts are properly credited.
- Prepares appeal letters for submission to clients and coordinates appeals with the Police Department.
- Responds to calls from clients, Police Department and other various departments, legal representatives, and/or other interested parties regarding billing issues.
- Serves as the custodian of records for the Police Department, ensuring the confidentiality and safety of information.
- Serves as a back-up to other clerical support areas within the department during peak periods of activity.
- Work is performed with limited supervision.
- Performs other duties as assigned.

ESSENTIAL JOB FUNCTIONS – EMS Billing:

- Responsible for performing technical work in entering and coding medical information for billing purposes that requires specialized training and certification. May be responsible for activities related to utility billing (e.g., collecting and processing fees and payments).
- Verifies patient information in applicable medical billing software application, processing incoming and outgoing mail, ensuring compliance with applicable HIPAA regulations.
- Prepares deposits for payments received and ensures patient accounts are properly credited.
- Obtains signatures from patients and monitors compliance with applicable HIPAA regulations.
- Responds to calls from City’s outsourced vendor to ensure compliance and proper posting of accounts.
- Verifies all Revenues and monitors contract to ensure proper posting by outsourced vendor.
- Serves as the custodian of records for the Ambulance/Fire Department, ensuring the confidentiality and safety of information.

- Serves as a back-up to other clerical support areas within the department during peak periods of activity.
- Work is performed with limited supervision.
- Performs other duties as assigned.

Other Job Functions According to Assignment:

- Maintains record retention processes and procedures
- Maintain security systems and backup requirements
- Orders division equipment and supplies;
- Coordinates division training program;
- Coordinates division records management program;

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Coordinates, assists in the development of and monitors division budget to ensure resource control

KNOWLEDGE, SKILLS, AND ABILITIES:

- Skilled in providing customer service;
- Applicable knowledge of billing and collection methods
- Skilled in handling cash;
- Skilled in keyboarding;
- Skilled in maintaining records;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in maintaining sensitive and confidential information;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

False Alarm & Permit Billing

Billing Technician

- Knowledge of City Ordinances and Fees and coding principles and practices;
- Knowledge of Red Flag Rules/Privacy regulations;
- Knowledge of basic mathematical principles;
- Skilled in interpreting and processing Police Department codes and run reports;

EMS Billing

- Knowledge of medical billing and coding principles and practices;
- Knowledge of HIPPA regulations;
- Knowledge of basic mathematical principles;
- Skilled in processing medical insurance claims;

Administrative and Billing

- Thorough knowledge of office practices and procedures, equipment and software, including word processing, spreadsheet and other software applications, rules of grammar, practices of document preparation;
- Ability to perform mathematical calculations
- Ability to generate reports utilizing various computer software programs
- Ability to prepare statistical reports, presentations, memos and other related documents and functions
- Applicable knowledge of critical data analysis and recommended outcome analysis;
- Strong verbal and written communication skills
- Intermediate to advanced computer skills (word processing, spreadsheets, database development)

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- One year of customer service experience.

PREFERENCES:

- Experience working in a financial environment
- Intermediate to advanced skills in AS400 or similar database

Billing Technician

- Strong math skills (statistics or research methods and business math)

EMS billing

- Requires completion of Medical Billing, HCPC and ICD-9 courses.

One year of medical billing experience

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must have satisfactory criminal history check.
- Must have satisfactory motor vehicle records check.
- Must have satisfactory credit history check.