



### ORGANIZATIONAL COMMITMENT

A strong commitment to the University Health mission to improve the good health of the community through high quality compassionate patient care, innovation, education and discovery. Supports the strategic vision and values of the organization. A devotion to patient care, always attentive, kind and helpful without exception and wise in the use of University Health resources. A personal commitment to treat all University Health customers with courtesy, dignity, respect and professionalism and adherence to the University Health Commitment to Service Excellence behaviors and standards.

### POSITION SUMMARY/RESPONSIBILITIES

Receives, screens, and processes member charges, adjustments, and payments so that those entries are posted to member accounts accurately, efficiently and in a timely fashion. Promotes University Health's guest relations policy.

### FUNCTIONS/BEHAVIORS

1. Monitor and manage accounts receivable aging report, proactively identifying overdue accounts and following up on outstanding payments. (E, 10%)
2. Assist with developing and documenting business processes and accounting procedures to maintain and strengthen internal controls (E, 10%)
3. Generate and send monthly statements, reminders, and follow-up communication to facilitate timely payment. (E 10%)
4. Support the company in optimizing our financial transactions and systems by performing reconciliation of payments and customer accounts (E 10%)
5. Record member payments, including checks, electronic funds transfers, and credit cards (E 10%)
6. Research and resolve member payment discrepancies which can include processing adjustments and credits. (E, 10%)
7. Verifies accuracy of all transactions applied to account by comparing receivable to general ledger. (E, 10%)
8. Assist in streamlining the accounts receivable process by identifying areas for performance improvement (E 5%)
9. Assists in month-end close processes which includes preparing necessary reports and schedules related to accounts receivable. (E, 10%)
10. Provide reporting and analysis to departments and management for accounts receivable (E 5%)
11. Assist with financial and governmental audits, including providing accurate records in a timely manner. (E 5%)
12. Performs other duties as assigned. (E 5%)
13. **Demonstrates competence to perform assigned and general customer assistance responsibilities in a manner that meets the age-specific and developmental needs of customers encountered. (E)**
14. **Appropriately adapts work and customer assistance methods to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of customers. (E)**

**SUPERVISION**

General supervision is received from the Controller and the Accounting Manager.

**EDUCATION/EXPERIENCE**

High school graduation or its equivalent is required. Bachelor's Degree preferred. Proficient with general ledger programs and in Microsoft Excel, including the use of advanced functions in Excel such as pivot tables, VLOOKUP, SUMIF, etc. Also proficient with Microsoft Word, Outlook, and internet based financial websites like banking, auditing, and company intranets. One to two years general office and/or accounting office experience, to include Health System experience is preferred.

**ACCURACY**

Attention to detail, accuracy in recording data and thoroughness in reporting information to supervisors is required. Demonstrates competence in maintaining internal control in order to safeguard assets of the health plan.

**EQUIPMENT**

Use of calculator, scanners, printers, and personal computers and basic understanding of data processing capabilities and requirements.

**WORKING CONDITIONS**

Works at an assigned location in a general accounting office area with occasional to frequent interruptions.

**OTHER**

Familiarity with Data Processing input requirements desirable. Must successfully complete the pre-employment/post job offer health screening examination and the annual screening, each year thereafter, as an employee.

**HOW TO APPLY**

Community First Health Plans is part of University Health. All job applications are received through University Health Human Resources. [Click here to apply to this job.](#)