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# Example of Billing / Collections Specialist Job Description

Our innovative and growing company is looking for a billing / collections specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for billing / collections specialist

* Ensures checks received are coded to the proper general ledger account and will be logged appropriately into JD Edwards software system
* Assists with customer account research with collections at the direction of the Staff Accountant
* Reviews and follows up daily on accounts Identifies delinquent accounts by working aging in a timely manner daily
* Documents with notes in billing system and maintains complete and accurate records concerning collection activity on all requests any necessary adjustments for contractual allowances for the secondary payer per the contract rules and regulations of that payer
* Works and resolves credit AR within 30 days of AR transaction posting that creates the credit balance
* Generates refund, retractions or adjustments as necessary
* Performs support duties for audit and other inquires as assigned by Supervisor or Manager, investigating problems related to billing, reporting and composing internal and external correspondence
* Participates in projects and management meetings as requested
* Resolves complex collection issues with all payers and explains outcomes clearly both verbally and helps others with payer questions
* Trains other staff for back-up billing

## Qualifications for billing / collections specialist

* Accurately open and document support calls in a timely manner
* Communicate client needs accurately, timely and with proper documentation
* Responsible for communicating with the client via phone, tasks or email
* Basic working knowledge with Microsoft Word and Excel
* History of successful third-party collection skills and decision-making capabilities Ability to communicate with patients, payors, government offices, through face to face, telephone and written correspondence
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