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# Example of Billing Customer Service Job Description

Our innovative and growing company is looking to fill the role of billing customer service. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for billing customer service

* Work in operations for the Regional Business Office (RBO) which includes providing service for multiple entities (over 100 direct care departments), multiple types of services (over 100,000 chargemaster items) and multiple payment mechanisms (over 100 separate insurance contracts/payment mechanisms)
* Work with a multi-computer system environment requiring the responsibility to work with multiple computer systems in serving the various customers
* Perform customer service and collection activities for PH&S Oregon hospital accounts
* Serve as the first level representative in handling account resolution
* Customer Service.Collaborate to deliver a seamless, exceptional customer experience across a broad range of customer touch points
* Billing Management.Resolve all account inquiries received in a prompt and accurate fashion
* Compliance.Ensure own compliance with all contact center policies and procedures
* Ability to perform and act as a back-up to all aspects of Billing Customer Service Representative duties as needed
* Navigation of both Quest Billing System and the web
* Be responsible for insurance follow-up, denial appeals and customer billing inquiry workflows

## Qualifications for billing customer service

* 3+ years of supervisory / leadership experience, including hiring & onboarding of new hires, training and development, employee relations, performance reviews & mentorship
* 2+ years Customer Service experience (leadership or representative)
* Ability to create and modify documents and presentations within MS Word and PowerPoint
* 10% business travel for meetings
* 1+ years of life insurance experience is a plus
* You to be sitting, stand, stoop, bend and walk intermittently during the day