



Example of Billing Support Job Description

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Our growing company is looking for a billing support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for billing support

- Addresses inquiries
- Contacts internal/external customers as required to gather inquiry details and provide resolution
- Support new system releases and enhancement testing
- The CBS Team bills clients directly for all the transactions and service related charges based on a pre-established
- Respond to all technical support tickets via telephone or web
- Meet ticket resolution SLAs
- Submit claims on a daily basis unless informed to hold, reads the QQ report and determine if there are any errors
- Spool, review and transmit statements
- Scan COS batches into EOB Management in a timely manner
- Monitors and manages electronic and web invoice submissions to customer systems

Qualifications for billing support

- Previous customer service experience required, call center experience a strong plus
- Proficient English and French spoken & written
- Greet all visitors, answer and direct all inbound calls
- Demonstrated experience providing effective coaching, mentoring and employee development of team members and provide effective performance

- Demonstrated ability to integrate work across relevant areas, develop the business and services to enhance customer satisfaction, manage risks appropriately, create and execute business plans, manage information, and provide exceptional service to internal and external customers
- Master's degree or Bachelor's degree with 2 plus years of experience