

# Example of Director, Billing Job Description

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Our innovative and growing company is looking for a director, billing. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for director, billing

- Responsible for building and maintaining a high performing patient billing, collections and service team with the skills and capabilities needed to accomplish the goals of the department
- Leads a large enterprise-wide project with the goal of optimizing all billing activities within the organization, while accepting full responsibility and accountability for project success
- Effectively persuades and influences senior leadership using proven data and cost-benefit analysis when recommending billing optimization improvements
- Ensures that effective controls are in place to ensure that project results are sustainable over time as the organization and billing volume continues to grow rapidly
- Manage hiring, training and development of billing team to ensure the efficient operation of the function and ensure company policies and procedures are followed
- Develop and complete monthly report with key billing metrics
- Lead business requirements definition and operational processes design of billing products and services
- Ensure all market facing billing strategies and functions, including event based, period based and project based are available to support a global customer base of merchants, resellers, acquirers and technology partners
- Lead commercialization of best-in-class billing services that scale to meet the multi-regional and multi-platform needs of our clients
- Collaborate with clients, Sales, Sales Operations, Product Management, Product Development, Customer Support, Revenue Operations, Finance and

## Qualifications for director, billing

- Follow up with field staff when issues need to be resolved
- Ensure consistent processes are in place to support both high volume and high quality
- Assist in preparation for internal audits
- Oversee departments service scope, service standards, resource and technology strategies to exceed external client expectations
- Ensure the department systems of internal controls are designed, maintained, executed, monitored and refined to ensure accuracy, timely and fair reporting of all transactions, completeness and protect the firm's assets
- Develop and resource recruitment needs, retention, development and education, and workload management strategies are established and executed