

MMBS

Job Description Form

JOB TITLE: Technical & Training Supervisor	REPORT TO: Dir. of Finance
JOB CLASS: Supervisor	CLIENT/HOSPITAL:
DEPARTMENT: Acct. Receivables	EMPLOYMENT STATUS: Full-time, Exempt

I. Position Summary:

The A/R technical training supervisor responsibility is to continuously train & supervise all employees, create & update all merchant account information, and provide support & troubleshoot managers and employees questions.

II. Essential Job Functions:

Following is a list of the essential duties and responsibilities required of this job. The tasks and the time spent performing each task may vary as business needs require, especially for exempt employee. Target quota information is included if it is a performance measure. Marina Medical Billing Service maintains the right to modify job duties and responsibilities at its discretion. Employees will follow any other instruction, and perform any other related duties, as may be required.

- Train all employees to efficiently perform and understand their duties
 - Teach all new hires on AS 400 system, MS Excel, and A/R job responsibilities
 - Update all changes that pertains to the department or specific clients
 - Conduct/ organize monthly training
 - Maintain training materials for reference
 - Provide answers for technical questions
- Supervise and manage the account receivable clerks
 - Prioritize and delegate work or special assignment to staff
 - Track/approve employees' overtime, sick and vacation leave
 - Edit employees' time sheet and turn in to payroll on time
 - Monitor credit cards process and refunds
 - Assist with the hiring process: 10-key and EOBs test
 - Oversee month-end deposit reconciliation
 - Oversee report payments to collection agencies
 - Oversee e-mail or fax deposit information to clients
- Set-up new merchant account and update existing accounts
 - Set-up new merchant account on PC/Terminal
 - Create necessary spreadsheets/ report
 - Maintain & update information on existing clients
 - Create & update client specific manual
- Troubleshoot/ assist staff and manager to resolve any technical issues
- Back-up any A/R clerks responsibilities/ duties as needed
- Assist the Director of Finance on special assignments
- Other responsibilities as assigned and/or needed

III. Education & Experience:

- Two year experience in accounting, receivables/payment posting preferred.
- Two year of supervisory and one year of employee training
- High School Diploma/GED

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VI. Knowledge, Skills, and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the **minimum** knowledge, skills and abilities required. Employees who do not possess the requirements for a job at time of hire or transfer/promotion are expected to attain the skills, knowledge and abilities required within a specified period of time as agreed upon in writing, with the hiring manager. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job specification should not be construed to imply that these requirements are the exclusive standards of the position.

- Ability to train employees and troubleshoot problems
- Ability to multi-task, organized and detail oriented
- Ability to use copy and fax machines, 10-keys, and PC
- Ability to follow direction with minimal supervision
- Ability to communicate with employees and staff
- Proficient in: AS400 system, Imaging system, MS Word and Excel
- Knowledge of basic accounting and understanding of explanation of benefits
- Knowledge of medical billing: denials, appeals, secondary billing, and refunds

V. Physical Dimensions:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

ADA Requirements:	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read claims/ reports and use a computer				X
Hearing: Must be able to hear well enough to communicate with co-workers and staff.			X	
Mobility: Standing & Walking Must be able to move around on foot to make copies, deliver charts, and attend department & staff meetings.		X		
Climbing/Pulling/Kneeling: Must be able to pull charts out off filing cabinets. Use stool if needed. Kneeling is required when pulling charts at ground level.	X			
Lifting/Pulling/Pushing: Must be able to lift charts out off filing cabinets. Use stool if needed. Pushing and pulling is required for all door ways, cabinets drawer	X			
Fingering/Grasping/Feeling: Typing on keyboard, dialing on phone, writing, and holding small office supplies.				X

Employee's Name (Print) Date

Employee's Signature

Manager/Supervisor's Name Date

Manager/Supervisor's Signature