

Career Service Authority

Patient Accounts Manager

Revised Date //
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EEOC Code 1 Officials and Administrators
FLSA Code Exempt
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General Statement of Duties

Manages the operations of two or more sections of the Patient Accounts Division.

Job Responsibilities and Knowledge, Skill, and Ability Requirements

1. Supervises subordinate supervisors and staff involved in the operations of the Patient Accounts Division.
 - *Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.*
2. Develops and monitors work teams or units and assigns staff to efficiently and effectively accomplish the division's goals and objectives.
 - *Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.*
3. Determines the priorities, goals, and objectives of the division or work functions assigned.
 - *Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.*
4. Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.
 - *Skill in developing and implementing policies and procedures related to the work assignment.*

5. May direct the activities of the credit and collection department which includes cash posting, account resolution, patient cash reconciliation and primary and secondary collection activities for outside collection agencies and City Attorney collections.
 - *Skill in establishing and maintaining effective working relationships with employees, various representatives of public or private entities, policy making bodies, and the public.*
 - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, and/or garner support for various programs or policies.*
 - *Knowledge of patient accounting systems sufficient to be able to direct the activities of the credit and collection departments.*

6. May coordinate the administration of the charge/revenue coding optimization function including the establishment of prices, methodology, development and/or implementation of policies and procedures and the optimization of reimbursement.
 - *Skill in establishing priorities and coordinating various aspects of a project to ensure efficient and effective completion of projects as assigned.*
 - *Skill in applying existing guidelines or creating new approaches to a variety of unprecedented and problematic situations for a unit or project.*

7. Some positions may coordinate the division's contracts for outside vendors.
 - *Knowledge of contract administration sufficient to be able to manage all phases of contract agreements.*

8. Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.
 - *Skill in developing techniques and methodologies to resolve unprecedented problems or situations.*

9. Directs the development of performance evaluations standards for functions managed within the guidelines set by management. Formally evaluates the work of directly subordinate supervisors and/or staff.
 - *Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluations programs.*

10. Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences, and long range development of employees.
 - *Knowledge of employee development principles and practices sufficient to be able to ensure long range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.*

11. Initiates disciplinary action for employees when necessary and assists lower level supervisors as required.
 - *Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in handling grievances and discipline for subordinate staff.*

12. Prepares and maintains departmental reports.
 - *Skill in maintaining and organizing files, records and documents.*
 - *Skill in preparing professional written documentation utilizing proper grammar and clearly expressing ideas and concepts.*

13. Conducts special projects as assigned.
 - *Skill in establishing priorities and coordinating various aspects of a project to ensure efficient and effective completion of projects as assigned.*

14. Attends a variety of meetings to ensure coordination with other entities resolves implementation problems and acts as chief spokesperson to groups directly affected by administrative activities.
 - *Skill in communicating and establishing effective working relationships with other employees, organizations and the public.*

15. Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.
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Job Requirements

Level of Supervision

Supervises two or more first level supervisors.

Guidance and Decision Making

Guidelines are generally in the form of stated objectives for the unit, function or project. Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the unit or project. Employee is responsible for coordinating and supervising several tasks in which several phases may be in progress at once. Duties performed involve weighing and evaluating many factors requiring judgment, analytical ability, and problem solving. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications

Contacts of a non prescribed nature involving the negotiation and resolution of non routine problems encountered and where exceptional degrees of discretion and judgment are required in carrying out the programs and policies of the organization.

Physical Demands

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Vision Requirements

Near Acuity: ability to see clearly at 20 inches or less.

Mental Demands

Mathematical Reasoning

Oral Comprehension

Written Comprehension

Working Conditions

Subject to long irregular hours.

Subject to many interruptions.

Minimum Education

Baccalaureate Degree in Business Administration, Public Administration, Political Science, Human Resource Management or a related field.

Minimum Experience

Three years of experience in patient accounts which must have included one year in a supervisory capacity.

Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements except for the one year of experience in a supervisory capacity.