



## JOB DESCRIPTION

**Title:** Ambulance Billing Clerk

**Department:** Finance

**Reports to:** Finance Director

**Pay Grade:** 50

**Date Adopted:** November 1, 2016

**Previous Revision Date:**

**Last Revision Date:**

**Type:** ☒ Full Time

☐ Part Time

**FLSA:** ☐ Exempt ☐ Salary

☒ Non Exempt ☒ Hourly

**Union:** ☒ Yes

☐ No

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### Job Summary:

Perform general accounting work, billing, and collection related to ambulance services. Assist in answering phones, taking messages, and interacting with the public.

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### Essential Functions:

1. Input information such as charges, services provided, and insurance for ambulance calls.
2. Communicate with insurance companies, Medicaid, Medicare, patients, and others regarding payments.
3. Prepare and send invoices and collection letters. Follow up with phone calls.
4. Submit claims to Medicaid, Medicare, insurance companies, and others.
5. Verify and follow up on payments and explanation of benefits.
6. Research accounts, current and past, regarding payment history. Pursue collection of delinquent accounts. Send out past due and final notices. Monitor payments. Maintain, audit, and reconcile customer accounts.
7. Organize and file documents related to ambulance billing and retrieve data effectively.
8. Answer multi-line phone and greet visitors. Respond to questions and requests for information or direct individuals to appropriate office, department, or personnel.

9. Issue a variety of City permits, memberships, and licenses. Review completed forms for accuracy and obtain necessary approvals.
10. Input receipts for monies received in person or mail using the general ledger codes.
11. Assist at the counter, process daily receipts, and maintain cash drawer.
12. Carry out a limited amount of typing, filing, and general office work.
13. Receive, sort, and distribute incoming and outgoing mail.
14. Receive complaints by phone or in person.
15. Operate Microsoft Word, Excel, Power Point, Gmail, etc.
16. Operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
17. Keep confidential information confidential and be HIPPA compliant.
18. Serve on City phone bank and provide administrative support as needed during Emergency Operations.
19. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with subordinates, supervisors, customers, vendors and any other persons or organizations with whom interaction is required to accomplish work and employer goals.
20. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
21. Perform other work which is consistent with the essential functions of the job.
22. Perform other duties as assigned.

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**Education and Special License(s)/Certifications:**

High School diploma or equivalent required.

Associates Degree or additional courses in typing, bookkeeping, data entry, and office procedures and practices or equivalent experience preferred.

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**Experience:**

Three (3) or more years of experience performing ambulance billing or medical coding preferred.

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**Skills:**

1. Effective oral and written communication skills.
  2. Good listening skills.
  3. Ability to perform basic math and accounting skills.
  4. Ability to apply accounting and bookkeeping procedures.
  5. Organizational skills.
  6. Analytical skills.
  7. PC computer skills. (Windows-based word processing and spreadsheet software skills).
  8. Manual dexterity.
  9. Ability to work in environment with constant interruptions.
  10. Good typing and data entry skills.
  11. Reading.
  12. Good customer/public relations.
  13. Ability to work independently.
  14. Working knowledge of word processing, email, and calendaring computer software applications.
  15. Excellent interpersonal skills.
  16. Excellent grammar, punctuation, spelling, and proofreading skills.
  17. Ability to perform complex math and accounting skills.
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**Mental Requirements:**

1. Ability to organize files and retrieve data effectively.
2. Ability to learn and understand PC software applications.
3. Alpha and numeric recognition.
4. Ability to prioritize work.
5. Logical reasoning.
6. Patience.
7. Ability to carry out assignments through oral and written instructions.
8. Concentration.
9. Accounting principles.
10. Ability to compute basic math computations.
11. Ability to work on several projects at once.
12. Ability to work under distracting conditions.
13. Ability to read and comprehend City policies and ordinances, State, and Federal laws and regulations.
14. Ability to train and guide others.
15. Ability to exhibit tact, diplomacy, and judgment when dealing with co-workers, other City employees, and external contacts.
16. Ability to analyze complex problems and recommend possible solutions.
17. Ability to multi-task.

18. Ability to work under pressure.

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**Physical Requirements:**

1. Ability to lift 20 pounds and transport 20 feet.
  2. Ability to make and receive phone calls.
  3. Visual stamina and acuity adequate to review alpha/numeric data and spend long periods looking at computer screen.
  4. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
  5. Hand and eye coordination adequate to input computer data and operate various office equipment.
  6. Ability to sit and be attentive for extended periods of time.
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**Supervisory Responsibility (Direct and Indirect):**

None

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**Disclaimer:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

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Approved:

**Tobias J. Tempelmeyer, City Administrator**

**November 1, 2016**