

 Oroville Hospital	Job Description for Credit & Collections Clerk	Department:	Business Office
		Dept. #:	8550
		Last Reviewed:	05/08; 08/12
		Last Updated:	

Reports To

Director of Patient Financial Services

Job Summary

The Credit & Collections Clerk is responsible for notifying former patients or their representatives of delinquent hospital accounts and attempts to obtain a payment

Duties

1. Reviews delinquent accounts to ascertain such data as previous billing and collection accounts taken
2. Exercises discretion and judgment in making firm financial arrangements
3. May interview hospital in-patients to make credit plans on delinquent or current accounts
4. Refers delinquent accounts to collection agency when efforts to obtain payment have proven unsuccessful
5. Records any and all collection efforts taken on individual accounts
6. Takes full responsibility for all accounts assigned and answers all inquiries concerning such accounts
7. Assists in personnel training
8. All other duties as assigned

Qualifications

1. Prefer a high school graduate with a background in a clerical field, hospital experience preferred
2. Type 45 WPM
3. Verbal ability to discuss financial matters with patients or their representative
4. Must have knowledge of account records and general office machines and supplies
5. Ability to work independently and use good judgment in securing payment
6. Computer experience required

Lifting Requirements

Sedentary-Generally lifting not more than 10 lbs. maximum and occasionally lifting and/or carrying such articles as ledgers, files and small items