

**Chippewa River Industries, Inc.**  
**Billing Associate Position Description**

**FLSA:** Non-Exempt

**Reports to:** Chief Financial Officer

**Supervises:** None

**Hours/Days Scheduled:** Monday – Friday, 9:30 a.m. – 2:00 p.m.

**Purpose of Position**

The purpose of this position is to provide financial support services at Chippewa River Industries.

**Essential Duties and Responsibilities**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

1. Input new client authorizations, track available authorizations and respective expirations. Process monthly billing to Managed Care Organizations (MCO) or third party payers to ensure proper, timely and accurate payment.
2. Apply payments for billings as they are received.
3. Maintain payment status and billing records through corrections and adjustments
4. Perform data entry
5. Participate in special projects Consistently meet established productivity, schedule adherence, and quality standards
6. Proactively seeks to further develop billing process competencies
7. Assist in implementation of process improvements
8. Perform analysis and validation of documents and reports
9. Maintain timely, accurate documentation for all appropriate transactions
10. Ensure department's and customers' needs are met
11. Resolve routine & complex questions & problems, referring more complex problems to higher levels
12. Assist with other A/R functions as needed.
13. Monitor MCO portals for changes to authorizations.
14. Work with CRI staff, case managers, third party payers and other external contacts regarding authorizations and payments.
15. Assist in timely issuance of invoice resolutions for non-payment.
16. Provide backup coverage for front desk.
17. Adhere to all relevant federal, state, county, and CRI policies and regulations.
18. Assume other responsibilities as directed.
19. Required Knowledge, Skills and Abilities
20. Ability to carry out verbal and written instructions.
21. Ability to establish and maintain an effective working relationship with CRI staff/clients.
22. Ability to maintain discretion regarding business-related files, reports, and conversations, within

the provisions of open record laws and other applicable State and Federal Statutes and Regulations.

23. Ability to use office machines such as computer, calculator, adding machine, copy machine, fax, keyboard, and printer.
24. Proficiency in Microsoft Word/Office/Excel, and CRI computer programs.
25. Maintenance of a clean driving record.

**Minimum Training and Experience Required to Perform Essential Job Functions:**

1. Associate degree in or related field, and one year of directly related work experience or,
2. Graduation from high school or equivalent and completion of four years of directly related work experience, or
3. An equivalent combination of training and/or experience.
4. Successful completion of a pre-employment Dept. of Justice/Caregiver background check and DMV check.
5. A valid Wisconsin driver's license, appropriate/required coverage of auto insurance, and a reliable vehicle are required. Must have a clean driving record for the past 3 years. Records must not have any major moving traffic violations or accidents reported (either pending or convicted/charged). Major moving traffic include, but are not limited to: Reckless and/or Negligent Driving, OWI, DUI, DWI, Excessive Speeding, Driving with a Suspended, Revoked, or Invalid license, Hit and Run, Refusing to stop for/Fleeing an officer).

**Physical and Mental Abilities to Perform Essential Job Functions Language Ability and Interpersonal Communication:**

1. Ability to communicate with individuals with disabilities.
2. Ability to understand policies and procedures.
3. Ability to learn to observe, record, and report significant behaviors.
4. Ability to effectively meet and deal with the public and to establish and maintain effective working relationships with staff and clients.
5. Ability to exert physical effort, typically involving lifting, carrying, climbing and balancing, stooping, kneeling, crouching, crawling, pushing, and pulling.
6. Ability to recognize and identify degrees of similarity or differences between characteristics of color, forms, sounds, tastes, odors, textures, etc. associated with job-related objects and materials and ingredients
7. Ability to analyze data and information using established criteria in order to determine consequences and to identify and select alternatives. Ability to compare, count, differentiate, measure and/or sort, as well as assemble, copy, record, and transcribe data and information. Ability to classify, computer, tabulate, and categorize data.
8. Ability to maintain discretion regarding business-related files, reports, and conversations, within the provisions of open record laws and other applicable State and Federal statutes and regulations.

**Mathematical Ability**

Ability to measure, add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.

**Judgment and Situational Ability**

1. Ability to use functional reasoning and application of rational judgement in performing diversified work activities.
2. Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory and/or judgmental criteria.

**Environmental Adaptability**

Ability to work under moderately safe and comfortable conditions where variations or extremes in environmental factor such as temperature variation, odors, toxic agents, violence, noise, vibrations, wetness, disease and/or dust may cause discomfort, and where there is moderate risk of injury.

*Chippewa River Industries is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, CRI, Inc. will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

This position description does not constitute an employment contract. Employee is an at-will employee with CRI. By signing below, Employee acknowledges receipt of this position description and that Employee has reviewed and understands this position description.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Original: October 18, 2017  
Revised: January 4, 2019