



## **Position Description**

**Job Position Title:** Billing Specialist  
**Reports To:** Controller  
**Department:** Accounting  
**Supervisory Responsibility:** None  
**Classification:** Non-Exempt

### **Position Description:**

Provide customer service to agents and policyholders with accurate customer accounts receivable information.

### **Essential Functions:**

- Post and reconcile customer premium payments daily
- Receive and review documents from lockbox deposits
- Review reinstatement and rescission notices
- Review the echeck report for proper account posting including cancelled policies
- Review the monthly self-audit daily report for missing payroll information
- Answering customer service phone calls and emails from agents and policyholders
- Set up electronic funds transfers(EFT) payments for policyholders
- Scan documents into the onbase imaging system
- Verify and setup new claims vendors

### **Additional Responsibilities:**

- Daily Batch Cycle – all business produced the prior day; sort, mail, distribute etc.
- Input all quotes and declinations into the system, bind coverage and issue policies as requested
- Process Administrative Alerts
- Process endorsements sent from assigned Underwriter
- Perform additional clerical/administrative duties as assigned

### **Knowledge, Skills, and Abilities:**

- Prior exposure to insurance collections type activities
- Accurate data entry skills
- Good oral and written communications skills
- Strong organizational skills and attention to details
- Knowledge of departmental regulations and policies
- Excellent interpersonal and customer service skills

**Training and Experience/Minimum Qualifications**

- High School graduate or GED
- 3-5 years of related experience

**Working Conditions**

- Normal office environment