



CCP Billing Specialist and Operations Assistant Part-Time

POSITION SUMMARY:

The Operations Assistant and CCP Billing Specialist is an assistant whose primary role is to manage the Community Care Program, (CCP) billing process, but who will also provide critical day to day support to the operations of other programs. The Assistant must be accurate and reliable in handling accounts, documents, reports and details. The goal for the CCP portion is to contribute to the accurate preparation of bills and safeguard CCP income through the execution of invoices, reviewing, analyzing and interpreting accounting, financial and statistical data and researching and resolving billing variances. For operations assistance, the individual is required to be flexible, a fast learner and have the ability to prioritize across multiple programs. To succeed in this role, the assistant must have a passion for helping others, excellent communication skills, be accurate, detail oriented, and be able to handle competing priorities. The assistant must be able to learn quickly, be comfortable working in a changing environment and be confident in their abilities.

RESPONSIBILITIES:

1. Work in collaboration with CCP Program Manager and Director to develop a continual understanding and workflow for the program billing requirements from start to finish. This may include, but is not limited to:
 - a. Collaborate with CCP team members to resolve billing inconsistencies and errors.
 - b. Generate program billing and submitting it to RFS Finance on a bi-weekly and monthly basis after the review and approved of the CCP Program Manager.
 - c. Resolve issues directly correlated to CCP billing and following up on payments, as needed.
 - d. Respond to inquiries on CCP billing and resolve questions as they arise.
 - e. Obtain competency with CCP billing documents and general reporting software, including but not limited to Santrax/Sandata, SAMMS, Microsoft and Excel.
 - f. Create billing training procedures for the CCP program binder.
 - g. Review and support CCP billing with documentation such as time sheets.
 - h. Schedule quarterly meeting with Finance, CCP Program Manager and Director to review the quarterly financial reports.
2. Build and maintain professional trust-based relationships with CCP participants and staff and serve as a resource for their needs, including assisting with trainings and meetings.
3. Support colleagues in the CCP Program as needed.
4. Work in collaboration with the Operations Manager to ensure Rincon Family Services programs have their basic operational needs met, as needed.
5. Some evening or weekend hours may be required.
6. All other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Professional interpersonal skills with the ability to work effectively with others.
- A commitment to the values of the organization while demonstrating good judgment, flexibility, patience and discretion when dealing with confidential and sensitive matters.
- Effective communication, written and decision-making skills.
- Effective problem analysis and problem-solving skills.
- Proficient attention to detail and time management skills.
- Detailed oriented, resourceful and well organized.
- Ability to maintain accurate records and necessary paperwork.
- An understanding of the culture and traditions of diverse ethnic groups.
- Knowledge and competency (or ability to learn) all relevant program policies, procedures and practices.
- Knowledge and experience surrounding finance and billing.

PHYSICAL DEMANDS: The Operations Assistant and CCP Billing Specialist must be able to successfully perform essential functions of this job, including transporting paperwork and other materials between a variety of on-site and off-site locations. She/he must be able operate a computer and other office productivity machinery, including a calculator, copier, and printer/scanner. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PREFERRED POSITION REQUIREMENTS:

- Minimum of a high school diploma or its equivalent
- 2-3 years' experience in billing/finance and/or operations
- Demonstrate basic computer knowledge and proficiency or capacity to learn Santrax/Sandata, SAMMS and Excel.
- Bilingual, bicultural (Spanish)

Send your resume to:
hr@rinconfamilyservices.org