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## Auburn University Job Description

Job Title: **Mgr, Hospital Admin Spt Svcs**

Job Family: No Family

Job Code: **IB03**

Grade 32: \$35,000 - \$58,400

FLSA status: Exempt

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### Job Summary

Oversees the daily financial, business, records maintenance, and other administrative duties of a clinic in the College of Veterinary Medicine.

### Essential Functions

1. Manages and oversees the daily financial, business, and administrative duties of the billing services and cashiering areas.
2. Trains, assigns and checks the work of administrative staff and students and instructs them in proper procedures, processes, techniques, and safety.
3. Audits and verifies daily cashier transactions and accounts receivable reports for the Veterinary Teaching Hospital.
4. Communicates with clients with questions or concerns regarding billing, charges, payment options, delinquent accounts, and returned checks.
5. Submits applications for Client Care as well as determines accounts to be turned over to collections.
6. Works closely with the Department Head and Hospital Director in revenue capture planning procedures and internal control procedures.

### Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Some college; vocational or Associate's Degree	No specific discipline.
<b>Experience (yrs.)</b>	5	Experience in administrative support services

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

#### Minimum Required Knowledge

Knowledge of handling and reconciling financial transactions; knowledge of medical terminology; knowledge of handling collection and gift accounts

#### Certification or Licensure Requirements

None Required.

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 3/19/2020

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