



## Financial Coordinator

### Job Description

The Financial Coordinator is responsible for coordinating client financial matters. Applicant must be empathetic and solution oriented to assist our clients in the most effective yet caring manner. Given the nature of the ER clinic, our clients' visits are typically unexpected or unanticipated. This role requires a very diplomatic and understanding individual that can help a client overcome the anxiety related to their pet's urgent or emergent issue.

### Essential Duties and Responsibilities

- Create treatment plans (estimates), as directed by the doctor, and present them to clients.
- Prepare client invoices for completed treatments as translated from the patient medical record (treatment sheets, anesthetic/surgery monitoring, blood transfusion record, etc.)
- Keep clients informed of current charges, additional recommended services, and additional fees associated with additional medical care.
- Collect deposits and process payments, and assist clients that require help with alternative payment options (i.e. Care Credit, Scratch Pay, etc).
- Monitor client flow from check-in to discharge for inpatient and outpatient services.
- Coordinate patient admission, discharge, and/or transfer to other facilities.
- Relay appropriate information to/from clients, doctors, technicians, and CSR's.
- Keep clients and team members informed of patient status and wait times.
- Manage record requests from clients and between other hospitals and specialty referral practices.
- Provide top-notch customer service by making customer service a priority being attentive to client and patient needs.
- Identify and work compassionately with clients in various emotional states.
- Ensure a professional and courteous attitude toward all clients and team members.
- Answer and triage phone calls from clients.
- Provide client education.
- Prepare client correspondence as needed.
- Keep records updated; maintain proper and accurate documentation in computer and paper medical record.
- Computer skills: Able to use Windows based computer systems, word processing, email, web search and other skills needed to effectively use the practice management software program.
- Operate other office equipment such as fax, copier, and scanner.
- Assist in cleaning the hospital including but not limited to: keeping financial coordinator desk area clean, stocked, and organized.
- Attend and participate in all required hospital or department meetings.
- Assist all team members as needed to maintain a highly collaborative work environment.
- Follow all safety protocols, policies, and procedures.

- Must be aware of Client Service Representative (CSR) duties and responsibilities, and able to assist and support CSR team members as needed.

### **Skills and Basic Qualifications**

- High school diploma or GED.
- Knowledgeable about common medications used and dispensed.
- Knowledgeable of breeds and common ailments of dogs and cats.
- Knowledgeable of most common services and procedures found in emergency practice.
- Understand basic medical terminology.
- At least one (1) year customer service job-related experience, preferably in a veterinary practice.
- Critical thinking and problem solving skills.
- Strong communication and interpersonal skills.
- Is flexible and adaptable; able to keep composure and focus with changing priorities.
- Ability to do basic math without the aid of a calculator.
- Must be able to spell correctly and write legibly.
- Highly confidential, trustworthy, and able to follow up and follow through with commitments.
- Experience in, or an aptitude for providing excellent client service.
- Has a positive, energetic, and upbeat personality.
- Self-directed, motivated, and organized.
- Accountable, punctual, and dependable.
- Provide and receive constructive feedback from others.
- Attention to detail and thorough with all work assignments.
- Can work a flexible schedule, including weekends and holidays.

### **Physical Requirements**

- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Ability to sit or stand for long periods of time and to move constantly throughout the workday.
- Ability to bend, kneel, crouch, and climb.
- Ability to use arms, hands, and fingers.
- Ability to reach, turn, push/pull, lift, move, and/or carry up to 40lbs.
- Strong sensory skills such as visual acuity and good hearing.
- Ability to work in a quiet to moderately noisy environment.

### **Occupational Hazards**

- May be exposed to hazards such as:
  - Medical, chemical, biological, and normal pet waste; loud noises, bites and scratches

### **Reports to: Financial Coordinator Supervisor**

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties*

*as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.*

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