



Dedicated to Civilian Federal Employees since 1943

**Position:** Member Billing Services Representative  
**Department:** Operations  
**FLSA Status:** Non-exempt

**Date:** June 22, 2023  
**Reports to:** Chief Strategy Officer

**JOB SUMMARY**

Establish a relationship with members throughout the customer journey and beyond. Provide extraordinary customer service, communicate effectively, advocate for members, and work to retain them. Responsible for handling all calls received within Billing Services. Ensure timely processing of all transactions handled in addition to calls.

**MEASURES OF SUCCESS**

- All Customer Service Tasks completed within 5 business days of assignment
- 99.5% accuracy with member correspondence
- Routine Daily/Weekly tasks completed as required

**COMPETENCIES**

Adaptability	Employee is open to new ideas and ways of doing business. Employee adopts change willingly. Employee responds to challenges with composure, optimism, and hardiness; employee perseveres and exhibits healthy stress management strategies.
Business Mindset	Employee is knowledgeable of financial, operational, and functional concepts of the business; employee is comfortable with the data-driven aspects of business operations.
Continuous Improvement	Employee seeks opportunities to improve current processes, systems, and methods to promote reliability, quality, and efficiency of output.
Customer Service	Employee delivers exceptional customer service to internal and external customers. Employee builds and maintains meaningful and positive connections with others inside or outside the organization.
Delivering Results	Employee commits to achieving objectives, holds self-accountable, and consistently follows through.
Communication	Employee expresses ideas in a clear and effective manner.
Learning Agility	Employee learns quickly, applies newly learned information and skills to innovate and adapt, and uses feedback to improve.
Making Sound Decisions	Employee makes sound decisions in a timely and confident manner.
Teamwork & Collaboration	Employee cooperates with others through mutual trust and accountability to accomplish shared objectives.

**RESPONSIBILITIES/ESSENTIAL JOB FUNCTIONS**

<b>Essential Responsibility</b>	<b>Entry</b>	<b>Mid</b>	<b>Expert</b>
Handle 30-Day Overdue Reach Outs	X	X	X
Handle Dependent Age Outs	X	X	X
Endorsement Change - Reductions	X	X	X
Handle Termination for Non-Payment Processing	X	X	X
Handle Payment Processing	X	X	X
Handle Billing Calls	X	X	X
Handle Checks for Initial Payments and Return Check Processing	X	X	X
Handle Code Change Processing	X	X	X
EFT (APPS) Processing		X	X
Endorsement Change – Cancellations by Request		X	X
Refund Check Processing		X	X
Reinstatement Processing		X	X
Policy Restoration			X
Lead Billing Department Projects			X
Serve as the liaison between the MBS department and the Finance Department for completion, verification, and submission of end of month reconciliations.			

**EDUCATION AND EXPERIENCE**

- High school diploma is required, college degree is strongly preferred
- Minimum of 3 years of experience in a Financial Billing/Medical Billing role at a Company
- Obtain Life and Health Producer License within 6 months in the role
- Pass LOMA 281 exam within 1 year in the role
- Pass LOMA 291 exam within 2 years in the role
- LOMA ACS (Associate Customer Service) Certificate within 3 years in the role

**REQUIRED SKILLS**

- Time management skills
- Effective verbal and written communication skills
- Quick-thinking skills
- Attention to detail
- Active listening skills
- Adaptability
- Ability to Multi-Task
- Problem-solving & critical-thinking skills

**PHYSICAL REQUIREMENTS**

- Prolonged periods sitting at the desk and working on a computer
- Must be able to lift up to 15 pounds at times



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This position description should not be construed to imply that the requirements are the sole standards for the position. Incumbents are expected to perform all assigned duties as required.

Please sign below to acknowledge receipt of the position description and responsibility for reviewing this document.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_