

**RECORD, ACCOUNTING AND MEDICAL BILLING DATA 37-C
MANAGEMENT SPECIALIST**

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the effective maintenance and training of fiscal staff in the proper use of account keeping, medical records and billing and customized software programs for a County department. The incumbent acts as a technical support liaison between the software support personnel, the department and the Information Technology Systems Department. This position also involves responsibility for the frequent exercise of independent judgment in planning and managing complex account keeping, recordkeeping relevant to the department, billing, check, coding and clerical activities and independently performing the more responsible and complex functions. The work is performed under general supervision and in accordance with outlined objectives, policies and detailed procedures. Supervision may be exercised over the work of assigned clerical or account clerical staff.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Provides training, instruction and direction with respect to the use of customized medical records and billing software utilized by various County departments;

Creates and distributes computer software guide manuals for fiscal and records functions specific to a department and works with staff on one to one basis, as needed;

Instructs staff members, including supervisors, social workers, medical and support staff, in the application of County and department standard and customized software;

Creates, installs and modifies computer applications regarding medical, billing, insurance and recordkeeping issues, as needed;

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Analyzes and resolves software problems regarding medical billing and insurance issues;

Acts as technical support liaison between personnel utilizing software programs, the department and the ITS Department;

Communicates with appropriate software company support staff to resolve particular medical/billing software problems, malfunctions or modifications when assistance is needed;

Transmits all Medicaid and Medicare batches electronically and downloads remittances;

Ensures that all billing procedures and software are in compliance with Medicaid, Medicare and insurance company rules as well as with appropriate state and federal regulations;

Supervises subordinate fiscal staff members involved with billing issues;

May perform Payroll and Time and Attendance functions for a County department;

Maintains complex activity control records, schedules work loads and flow and coordinates the work with that of other units;

Plans, assigns and reviews the maintaining and checking of a wide variety of financial records and reports and instructs employees in the specialized details of this work;

Handles complaints and suggests solutions to problems;

Prepares routine correspondence;

Assists superiors in the preparation of budget information and collection of data;

Compiles, prepares and analyzes a variety of complex financial and statistical records and reports;

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Supervises and reviews the checking of complex account-keeping records and reports for arithmetical and clerical accuracy, completeness and proper extension;

Operates computing, calculating, check writing and other office machines.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARAC-

TERISTICS: Comprehensive knowledge of standard office software applications, including word processing, spreadsheets and databases; comprehensive knowledge of the use, operation and routine identification of problems occurring with computer software and related equipment; extensive knowledge of modern methods used in keeping and checking financial records and reports; good knowledge of double entry bookkeeping; good knowledge of office terminology, procedures and equipment; good judgment in solving complex account keeping problems; ability to prepare accounting and budgetary spreadsheets using a variety of computer programs; ability to plan, assign and supervise the work of account keeping, clerical and technical support staff; ability to understand and carry out complex oral and written directions; ability to assist operational staff in detecting and resolving problems in system operations; ability to prepare correspondence and reports; ability to secure the cooperation of others; ability to deal effectively with staff members as well as public; ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; a high degree of accuracy, initiative and resourcefulness; tact; and courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with a Bachelor's Degree or higher in Business Administration, Accounting, Computer Science or a related field and three (3) years experience in the operation of a personal computer in a network system using applications for database, word processing or spreadsheets for the purpose of maintaining or checking financial records and reports; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree in Business Administration, Accounting, Computer Science or a related field and five (5) years experience as described in (A) above; or
- (C) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience as stated in (A) above;
- (D) An equivalent combination of training and experience as described in (A), (B) or (C) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Originated: 11/20/08

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval:N/A

Revised in Draft on 11/21/08 (& Title Change)

Removed from Draft & Placed in Classplan on 12/3/08

Revised and Replaced in Classplan: 3/6/2023

Revised and Replaced in Classplan: 5/13/2025 (Edu)