

AMBULANCE BILLING MANAGER

Job Code	Pay Grade
10936	SM6

Nature of Work

This is highly responsible professional, administrative and technical work managing the day-to-day operations of Divisions within the Ambulance Billing and Financial Services Department of Safety & Emergency Services. The incumbent in this position works closely with the Department Director to implement policies and directives; resolve critical issues; and maintain an operational structure that achieves the department's goal. This position requires a high degree of managerial skill; the ability to interpret complex State, Federal, and local rules and regulations; and the ability to develop and improve workflows, processes, and procedures in a manner that ensures compliance with applicable regulations. This position requires a high degree of independent judgment and initiative. The work is performed under the management of the Department Director.

Minimum Qualification Requirements

- 8 years of progressively responsible technical, professional, and administrative functions in public administration, accounting, regulatory compliance, medical billing management, health services, or a related field that includes that includes 2 years of supervisory/managerial experience; or
- Bachelor's degree and 4 years experience as described above; or
- Master's degree and 2 years of experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- May require a college degree, occupational certifications, and specialized training directly related to the position's requirements.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Manages the daily activities of divisions within the Ambulance Billing and Financial Services Department of Safety & Emergency Services.
- Manages, supports, and guides supervisors and subordinates in daily activities related to meeting budgetary and departmental goals.
- Identifies procedural and operational efficiencies and makes recommendations to Department Director.
- Develops and implements strategic plans that respond to regulatory or operational changes, or a department need.
- Acts as liaison with contracted vendors and professional peers.
- Provides related analysis, reports, position papers, recommendation, and presentations.
- Establishes goals, objective, and strategies for subordinate supervisors.
- Ensures programmatic and operational compliance with all associated rules, regulations, and department policies.
- Acts on behalf of the director in his/her absence.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of Health Insurance Portability and Accountability Act (HIPAA).
- Knowledge of principles and techniques of effective customer relations communication.
- Skilled in advanced leadership techniques and best practices to evaluate and determine organizational goals and objectives, maximizing effectiveness of organizational structure and staff alignment.
- Skilled in the development of processes, procedure and workflows.

AMBULANCE BILLING MANAGER (continued)

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Knowledge, Skills, and Abilities (continued)

- Ability to interpret and apply complex State, Federal, and private rules and regulations pertaining to ambulance billing.
- Ability to manage a moderate to large staff and prioritize duties appropriately.
- Ability to interact effectively, establishing good working relations ship with staff, other county department, agencies, state officials, consultants, contractors, and the general public.
- Ability to communicate effectively, both written and orally, and to make effective presentations to a variety of groups.

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12/14	Professionals	Exempt