



JOB DESCRIPTION

Payee Accounting Technician

Reporting To: Supervisor, Accounting Services
EEO Category: Administrative Support Workers
Created: 9/19/16

FLSA Classification: Full Time, Non-Exempt
PRO: Support
Modified Date: 11/13/19

POSITION SUMMARY

The Payee Accounting Technician will provide a range of bookkeeping and accounting related services for Aspire's Representative Payee Program.

ESSENTIAL RESPONSIBILITIES

Accounts Payable Services (55%)

- Ensure proper documentation and/or authorization prior to processing payment
- Timely issuance of client payments (monthly and weekly requests)
- Maintain customer accounts and records
- Compile information requested by customer and others pertaining to customer accounts
- Determine general ledger/client accounts for accurate cost recording
- Prepare and distribute accounts payable checks
- Prepare and upload direct deposit/pay card transactions with bank
- Import check files to bank and maintain documentation for auditing purposes
- Prepare balance reports and ensure balances are maintained within the Payee guidelines
- Respond to inquiries concerning payment status, account balances and ledger reports
- Coordinate SSA file audits and resolve discrepancies or issues
- Complete Representative Payee Reports for SSA
- Assist in check reconciliation
- Verify and process daily deposits
- Perform research and data collection and provide reports for auditing and analysis
- Prepare and ensure account balances are maintained within Payee guidelines

Customer Service (25%)

- Greet visitors and staff in a positive, helpful and professional manner via phone
- Respond promptly to staff and client requests via telephone, email, or in person
- Accurately provide information regarding the status of the account
- Collaborate and communicate as needed to maintain a strong referral network which includes: vendors, Social Security, landlords, etc.

Coordination and Communication (15%)

- Build and maintain a strong network of external relationships with vendors
- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Respond in a calm and effective manner to a variety of demands, projects and personality types

- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting & Documentation (5%)

- Maintain case and agency paperwork according to Aspire standards
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, trainings requests, TB documentation, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field

Core Competencies

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Detail-oriented** – Ensures accurate record keeping with meticulous attention to client information and carefully follows billing and reporting protocols
- **Problem-Solver** - Critical, creative thinker in solving problems and reaching goals with clients
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education and Experience

- High School Diploma or equivalent required
- Associate's degree in Accounting from a college/university accredited by the US Department of Education highly preferred
- Previous experience working in an accounting office or in a healthcare setting and/or medical office setting preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently, as well as, part of a team
- Knowledge of Medicaid, Medicare, budgeting, processing payments, etc. highly preferred
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person

- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Shows appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

Physical Demands & Working Conditions

The nature of work may generate considerable physical, mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure to PC and phones
- Daily, weekly, monthly, and annual deadlines
- Ability to work on a computer for extended periods of time
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to be flexible and work some early evenings during the Mon-Fri period

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform

any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

Employee Signature: _____

Date: _____

Printed Name: _____