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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical

**Class Series:** Finance

**Grid:** 24

**Class Title:** Clerk VI, Accounts Receivable  
(Patient Billing)

### **I. Level Definition**

Positions at this level supervise more than ten designated employees and perform related accounts receivable duties.

### **II. Typical Duties**

1. Supervises more than ten designated employees by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Compiles information and fills in complete sections of the HIA 35 report.
3. Analyzes patient accounts by reviewing information such as collection status, age, and credit reports.
4. Follows up on delinquent accounts by initiating and responding to correspondence and telephone contacts with patients, billing agencies and insurers and tracing accounts returned by the post office; approves, independently, alternate payment arrangements or recommends write-off.
5. Selects accounts for collection action, and prepares collections listings and supporting documentation to transfer delinquent accounts to collection agencies; maintains collections files, advises collection agency of payments and queries and provides additional information as required.
6. Identifies problems or discrepancies, such as imbalance of sub-ledger to general ledger and suspense account items; performs accounts analysis by reviewing, extracting and interpreting information in order to determine reason for problem or discrepancy; takes corrective action.
7. Performs other related duties as assigned.

### **III. Qualifications**

#### **(1) Education, Training and Experience**

Grade 12, completion of two years of the CMA or CGA program and four years' recent related experience or an equivalent combination of education, training and experience.

#### **(2) Skills and Abilities**

- (i) Ability to keyboard.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to supervise.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.