



Effective Date: December 20, 2022

Organization: City of Barre, Vermont, USA
Position Title: Ambulance Billing Coder/Administrative Support
Department: Fire
Supervisor: Chief of Fire/EMS

Salary \$18.17-\$21.00 per Hour

Summary/Objective

Administrative work to support the activities of the Fire Department and assist the Chief of Fire/EMS in discharging the duties of the office, to include but not limited to accounting and computer data entry, maintenance of detailed financial records, processing and collection of department's bills, and department's payroll, ambulance billing process and procedures, coordinates interdepartmental personal communication device orders, processes orders for equipment and supplies unique to fire and emergency medical services.

Essential Functions

Reasonable accommodations may be available to enable individuals with disabilities to perform the essential functions.

1. Highly skilled work reviewing and translating ambulance run reports into medical transcription codes and reports for emergency services including a strong knowledge of procedures, supplies and equipment used in emergency response.
2. Performs ambulance billing for the City and other contracted EMS services
3. Export billing information from State site into billing program. Verify billing/insurance information. Enter information into the computer thereby initiating process for generating claims/invoices.
4. Review and track all unpaid claims/invoices.
5. Process payments from Medicare, Medicaid, insurance companies, private pay accounts, recommends payment arrangements for unpaid customer balances.
6. Interact with insurance companies via phone/internet with Medicare, Medicaid, lawyers requests, and serving as a point of contact for citizen's utilizing ambulance/transport services.

7. Prepare spreadsheets for weekly payroll for fire to be supplied to the Finance Department. Respond to Payroll regarding issues with payroll.
8. Coordinate, maintain, process and track all salary, overtime and attendance information for Fire/EMS Department
9. Ensures Compliance with all HIPPA regulations and compliance with the State and Federal laws.
10. Coordinate personnel and payroll issues with appropriate department supervisor.
11. Maintain department's appropriate files, documents, and reports.
12. Code accounts payables for Finance Department incurred by the Fire Department;
13. Prepare and process Outside Detail billing for Fire Department;
14. Reviews outside detail invoices and prepares bills; answers billing questions.
15. Process parking ticket payments, appeals, voids.
16. Maintain key administrative supplies including forms, schedules, office supplies and
17. Procures and manages accounts for City cell phones across all Departments including minor troubleshooting, outreach to providers and assisting in decisions for level of equipment to be assigned to City employees.
18. Assisting with or addressing customer service inquiries or requests for information addressed to the City's public safety officials.
19. Type from the Chief's (or his/her designee) notes, correspondence, memoranda, orders and notices; composes and types various materials independently and/or from verbal instructions; files documents, taking messages and providing information, as appropriate.
20. Operate computer and other standard office equipment, such as telephone, copier, facsimile machine, digital imaging equipment.
21. Operate different software systems. TriTech (ambulance billing), Valcour (police), TicketTrac (parking tickets).

Necessary Knowledge, Skills and Abilities

1. Considerable knowledge of Fire/EMS Department operations, policies, and procedures.
2. Principles and practices of office administration.
3. Ability to maintain appropriate technical certifications and education necessary for ambulance billing.
4. Completion of appropriate Incident Command System certifications.
5. Records management principles and standards.
6. Basic accounting and bookkeeping principles.
7. Comprehension of the different elements of payroll
8. Principles of grant administration.
9. Coordinating and conducting a variety of highly skilled administrative functions.
10. Providing confidential support to senior management personnel.
11. Liaising with outside agencies and public regarding various department matters.
12. Processing invoices, preparing payroll, and coordinating departmental grants.
13. Establishing and maintaining cooperative working relationships with other staff, City departments, outside agencies, community organizations, and the general public.

14. Ability to understand time tracking and reporting procedures for Fire/EMS with different shift schedules.
15. Be able to develop and maintain tracking spreadsheets or databases.
16. Ability to write effective, professional and accurate business correspondence with little guidance or supervision.
17. Understand different rules, procedures, processes and laws as they pertain to ambulance billing and be able to communicate that information effectively to our contracted EMS billing clients.
18. Ability to work collegially with others in complex and occasionally conflicting objectives related to public service and emergency operations. Accomplish work in a professional demeanor.
19. Mastery of effective communications, both verbally and in writing including use of de-escalation techniques and interviewing to obtain factual reports
20. Proficiency in the Microsoft Office Suite (Excel, Word and Outlook)
21. Moderate levels of active listening, critical thinking, coordinating, instructing, service orientation, time management, and organization.
22. Awareness of reading and understanding medical, emergency service terminology, coding and eligible costs related specifications and codes in written materials, safety practices.
23. Awareness of emergency services protocols including staffing, and operations.
24. Excellent levels of English reading, writing, speaking, and comprehension.
25. Positive attitude, strong work ethic, ability to work under pressure, and be a fast learner
26. Awareness of internet, Wi-Fi and Bluetooth communications and diagnostics
27. Strong computer skills
28. Ability to work as a contributing member of a work team or environment.

Qualifications, Education and Experience

1. Current certification as a Certified Ambulance Coder (CAC)
2. Minimum of 5 years of Ambulance Coding experience
3. ICS/FEMA Certification preferred but must be able to obtain within 6 months of employment
4. Associate degree in business, English or other related field plus minimum of 3 years office or business experience. Will consider equivalent combination of experience and education, which provides the knowledge, abilities and skills required for the job.
5. Requires a Notary Public commission or ability to obtain one within 6 months of employment.
6. Maintain appropriate ICS/FEMA certifications, and ambulance billing requirements.
7. Must have a valid Driver License or the ability to obtain one within 2 months of hire.
8. Must be able to pass a criminal background check

Supervisory Responsibility

This position has no routine supervisory responsibility.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL ACTIVITY REQUIREMENTS

- Employee is responsible for wearing and maintaining personal protective equipment.
- This job requires the ability to stand for extended periods of time.
- This job requires the ability to see, whether naturally or with vision correction tools (glasses, contacts).
- This job requires the ability to hear, whether naturally or with hearing correction tools (hearing aid) in order to communicate with co-worker/supervisors/customers, and to recognize audible characteristics including abnormal sounds from mechanical equipment, warning devices from trucks and equipment and hazards present or common to the work area which are detectable by hearing.
- Must have the ability to be on one's feet regularly and use hands, arms, and legs repeatedly on the job.
- Specific vision abilities required by this job include: close vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Work frequently occurs in confined areas.
- The noise level in the work environment is sometimes loud.

Primary Physical Requirements		Other Physical Requirements	
Lift up to 10 lbs.:	Performed regularly	Twisting:	Occasionally performed
Lift 11 to 25 lbs.:	Performed frequently	Bending:	Performed frequently
Lift 26 to 50 lbs.:	Performed occasionally	Crawling:	Occasionally performed
Lift over 50 lbs.:	Not Applicable	Squatting:	Occasionally performed
		Kneeling:	Occasionally performed
Carry up to 10 lbs.:	Performed frequently	Crouching:	Occasionally performed
Carry 11 to 25 lbs.:	Performed frequently	Climbing:	Occasionally performed
Carry 25 to 50 lbs.:	Performed occasionally	Balancing:	Occasionally performed
Carry over 50 lbs.:	Performed occasionally	Work Surfaces	
		Standard flooring types, stairs and irregular outdoor surfaces that may be slippery at times.	
Reach above shoulder height:	Performed Routinely	In Avg. 8 hour Day Employee is Required to:	
Reach at shoulder height:	Performed frequently	Sit	
Reach below shoulder height:	Performed frequently	Consecutive Hrs.	1 2 3 4 5 6 7 8

Push/Pull:	Performed frequently	Total Hrs.	1	2	3	4	5	6	7	8
Hand Manipulation		Stand								
Grasping:	Performed frequently	Consecutive Hrs.	1	2	3	4	5	6	7	8
Handling:	Performed frequently	Total Hrs.	1	2	3	4	5	6	7	8
Torquing:	Rarely performed	Walk								
Fingering:	Performed regularly	Consecutive Hrs.	1	2	3	4	5	6	7	8
		Total Hrs.	1	2	3	4	5	6	7	8

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee regularly works in an office setting.
2. Exposure to criminal offenders and infectious diseases may be involved.
3. Noise level is typical of normal office operations but, occasionally can be loud.

Position Type/Expected Hours of Work

This position is classified as non-exempt full-time. Standard days and hours of work are Monday through Friday, 7:30 a.m. to 4:30 p.m. However, the position requires the ability to work during nonstandard hours when the need arises.

Travel

Local travel may be required between facilities, public works garage, job sites or to vendors may be required. Some travel for training may be required including use of personal vehicle

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance (if applicable)

Must be authorized to legally work in the United States
Must be able to get to and from work on a consistent basis

AAP/EEO Statement

City of Barre provides equal employment opportunities (EEO) to all employees and applicants

for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, City of Barre complies with applicable state and local laws governing nondiscrimination in employment in every location in which the City has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

City of Barre expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of City of Barre's employees to perform their job duties may result in discipline up to and including discharge.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____