**Accounts Receivable Specialist**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Performs a variety of accounting duties involved in the preparation and processing of resident statements and accounts receivable. Ensures that resident monthly statements are processed accurately and timely. Maintains an accurate accounting of resident payments. Provides exceptional customer service to residents and external customers. Assists residents with account questions and concerns. Makes sound judgment calls and appropriately routes customer inquiries, when necessary. Always model our core values of respect, passion, and professionalism, and be willing to assist, or use his/her authority in holding others accountable for doing the same.

**RESPONSIBILITIES**

* Supports the mission of Westminster-Canterbury by providing quality customer service; deals directly with customers either by telephone, electronically or face to face. Responds promptly to customer inquiries and/or customer complaints.
* Discusses, answers, and resolves questions or problems from residents regarding monthly fees, meal plans, absence credits, charges, etc.
* Maintains an accurate resident census by confirming daily, all admissions, discharges, leave of absence and transfers reflected in Electronic Medical Records Resolves all census issues and verify census in the Electronic Medical Records System.
* Enters new resident information in Electronic Medical Records Vision system (recurring charges, meal credits, housekeeping credits, and sequencing insurance payers for billing).
* Sets up ACH payments for existing or new residents. Submit ACH file monthly to bank.
* Updates resident services as requested by resident and/or department managers. (Process credit requests, service cancellations, address changes, contacts, and insurance information)
* Performs account collection procedures and follow-up through correspondence, estate research and telephone calls to ensure accounts are being collected and or written off in a timely basis.
* Processes refunds on account timely
* Maintains non-current receivables at or below prescribed targets
* Performs month-end close procedures as scheduled, to issue residents statements by the 5th business day of each month.
* Processes, prints, and distribute monthly statements to residents.
* Works directly with Electronic Medical Records Specialist to correct system issues.
* Must be able to work hours that extend beyond normal business hours depending on operational needs
* Must perform all other duties as assigned.

**QUALIFICATIONS**

* Must have comprehensive knowledge of safe, sanitary food handling procedures,
* Associate’s degree in business, or 2years of accounts receivable and customer service experience.
* Demonstrated proficiency in Excel with the ability to create spreadsheets by effectively manipulating data and presenting it in an understandable and useful format
* Ability to handle multiple tasks simultaneously and react quickly under stringent time frames to meet fixed deadlines
* Demonstrated proficiency in Microsoft Office Suite and Google software applications.
* Sedentary work: must be able to perform computer work for six to eight hours per day, either standing or sitting
* Must be able to file and retrieve documents from filing cabinets and storage area
* Ability to lift, carry, and maneuver boxes / files weighing up to 25 pounds

**BENEFITS FOR FULL TIME:**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision