

# JOB DESCRIPTION

**TITLE:** Accounts Receivable Manager

**FUNCTION:** Responsible for insuring the timely billing, collection and posting of payments from all payers.

**HAS SUCH DUTIES AS:**

1. Managing billing, collections and cash receipts personnel as well as all aspects of each of these functions.
2. Under direct supervision of Information Manager, monitors and maintains Organization cash flow.
3. Manages Days Sales Outstanding (DSO) function.
4. Keeps Information Manager apprised of accounts receivable through verbal and written reports.
5. Coordinates efforts in a timely manner to meet the Organization's Operating budget needs.
5. Works in conjunction with Organization management regarding accounts receivable issues.
6. Produces reports on a weekly, monthly, quarterly, annual and as needed basis.
7. Responsible for management of Billing staff including decisions to hire and terminate staff.

**POSITION REQUIREMENTS:**

1. Previous accounts receivable experience, preferably in the health care industry.
2. Previous management experience preferred.
4. Good analytical skills required.

## EMPLOYEE PERFORMANCE EVALUATION

Position: **Accounts Receivable Manager**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

### Rating Scale:

0 = Performance is unacceptable, immediate improvement required

1 = Performs as expected occasionally, needs reinforcement

2 = Performs as expected most of the time

3 = Performance is exemplary, exceeds expectations

Quality of Work: 0 1 2 3

- 1) Assigns jobs by priority and maintains a good work schedule for himself/herself and staff.
- 2) Ensures that billing, collections and cash receipts processes are current at all times.
- 3) Evaluates accounts receivable/company finances regularly, in conjunction with Controller, and is fully aware of all trends.
- 4) Produces accurate, timely reports on a weekly, monthly, quarterly and annual basis.
- 5) Monitors and supplies relevant information regarding operations on a consistent and as needed basis.
- 6) Works in a collaborative manner to develop solutions and recommendations with Organization Management (e.g., Customer Service Director, Information Manager, Controller, etc.)
- 7) Evaluates staff regularly and fairly.
- 8) Takes disciplinary action appropriately and only after consideration.
- 9) Responsible for the hiring and termination of employees.
- 10) Effectively manages DSO function.

Supportive Documentation and Comments: \_\_\_\_\_ Total Points: \_\_\_\_\_

\_\_\_\_\_ Average: \_\_\_\_\_

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**Quantity of Work:** 0 1 2 3

- 1) Completes all assigned work during scheduled shift.
- 2) Completes reports in the requested time frame.
- 3) Takes remedial action on any errors encountered in normal operations.
- 4) Prioritizes and organizes work on a daily basis.
- 5) Completes employee orientations within one week and employee evaluations within 30 days of the employees anniversary date.
- 6) Manages DSO function daily.

Supportive Documentation and Comments: \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ Average: \_\_\_\_\_

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**Knowledge of Job:** 0 1 2 3

- 1) Demonstrates understanding of accounting principles and the accounts receivable processes.
- 2) Understands employee needs.
- 3) Demonstrates employee management skills.
- 4) Demonstrates awareness and understanding of job description and job responsibilities.
- 5) Attends staff meeting and provides input at the same.
- 6) Demonstrates understanding of collaborative work and management.

Supportive Documentation and Comments: \_\_\_\_\_ Total Points: \_\_\_\_\_

\_\_\_\_\_ Average: \_\_\_\_\_

**Judgment and Decision Making:**

0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Insures that correct authorizations are obtained prior to initiating action.
- 3) Commends or reprimands employees at appropriate times and does so objectively.
- 4) Is able to make critical decisions if called upon to do so or if a situation necessitates such decisions to be made.

Supportive Documentation and Comments: \_\_\_\_\_ Total Points: \_\_\_\_\_

\_\_\_\_\_ Average: \_\_\_\_\_

**Reliability and Initiative:**

0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

Supportive Documentation and Comments: \_\_\_\_\_ Total Points: \_\_\_\_\_

\_\_\_\_\_ Average: \_\_\_\_\_

## PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: \_\_\_\_\_

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
#OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs:

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Employee Comments:

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Supervisor Comments:

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Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_