

POSITION DESCRIPTION – CUSTOMER CARE ACCOUNTS ADMINISTRATOR

Reports to: Canopy Cancer Care Operations Manager

Direct Reports: Nil

Key Relationships: All CCC staff, Finance team, patients and whānau, insurers and affiliated service providers

CORE Values:

WE
COLLABORATE

Share the workload
Support one another
Share clear goals
Take ownership
Follow through
Be inclusive



WE
ASPIRE

Professional ethics
Be knowledgeable
Continue education
Take personal responsibility
Show integrity
Strive for gold standard



WE
RESPOND

Show empathy and compassion
Honest and transparent communication
Accessible and present
Personalise service
Go the extra mile
Focus on family



WE
EVOLVE

Pioneer new solutions
Be curious
Be nimble
Keep the edge
Be flexible to meet patient needs
Look for improvements



PURPOSE OF POSITION:

The Customer Care Accounts Administrator role is responsible for invoicing and claiming of patient services in a timely manner. Working across multiple sites whilst maintaining patient privacy.

KEY ACCOUNTABILITIES:

Accountability	Outcomes/Deliverables
Invoicing and claiming	<ul style="list-style-type: none"> Invoicing of initial and review consultations in advance of scheduled patient clinic visit. Timely claiming of initial and review consultations with patients or insurance providers. Ensuring invoices are accurate and sent to the appropriate funder (insurer, patient or ACC).

	<ul style="list-style-type: none"> • Raising invoices for treatment and checking drug invoices are in accordance with the third supplier invoices, investigating any discrepancies and updating as necessary. • Raising invoices which require prepayment ahead of treatment. • Invoicing all other patient billings e.g. oral treatment, genetic testing, scripts etc. • Submitting pre-approvals and carrying out all claiming in accordance with company policy. • Fielding and resolving queries from patients, insurers, ACC and other internal departments. Seeking continual improvement opportunities within the invoicing and claiming process to streamline, automate and improve the patient experience. • Inputting new patient and patient updates to MYOB Advanced.
General	<ul style="list-style-type: none"> • Assist with other administrative duties as directed by Operations Manager. • Respond to patient queries in a professional, empathetic and timely manner. • Communicate courteously, professionally and effectively with Canopy staff and other healthcare providers. • Contribute ideas and actively engage in team meetings. • Maintain confidentiality of all information.

QUALIFICATIONS AND EXPERIENCE:

ESSENTIAL	GOOD TO HAVE
<ul style="list-style-type: none"> • Strong organisational and multitasking abilities. • Punctuality and time management skills to meet deadlines. • Excellent communication and customer service capabilities. • Proficiency in finance systems and familiarity with medical claim processes. 	<ul style="list-style-type: none"> • Invoicing and receivables experience • Health sector experience • Experience with ACC and healthcare financial protocols are an advantage

- Attention to detail and accuracy in data entry and record-keeping.

KEY COMPETENCIES:

<p>ACHIEVEMENT</p>	<ul style="list-style-type: none"> • Shows innovation in taking new approaches to improve organisational performance. • Demonstrates initiative by identifying or anticipating opportunities and problems, proactively assessing options and recommending/implementing appropriate responses. • Organises work of self and others by managing time, resources and workload to achieve end goals and priorities. Tracks and monitors work performance, taking action to address issues that might undermine the quality of care. Manages multiple tasks and projects effectively. Helps others in workload and time management.
<p>INFLUENCE & SERVICE</p>	<ul style="list-style-type: none"> • Creates an impression of professionalism in all dealings with people. Creates positive first and lasting image in all such dealings. • Open and honest in dealings with others, respecting their views, perspectives and concerns, and shaping actions and reactions in a manner that reflects an understanding of these. Able to effectively communicate own perspective to others. • Uses professional abilities and inter-personal skills to influence others in the achievement of organisational performance requirements.
<p>WORKING WITH OTHERS</p>	<ul style="list-style-type: none"> • Committed to teamwork and collaboration. Participates willingly in helping the whole business perform well and co-operates with others in doing so. • Committed to developing and fostering teamwork and collaboration. Empowers team members, supporting them and helping them achieve their goals. Clarifies expectations and communicates clearly with others. Encourages issues to be brought into the open and addressed. Shares knowledge and expertise willingly with others. Leads by example.

	<ul style="list-style-type: none"> • Considered to be approachable and effective in difficult situations involving others, demonstrating strong interpersonal understanding. Open and honest in dealings with others, respecting their views, perspectives and concerns, and shaping actions and reactions in a manner that reflects an understanding of these. Able to effectively communicate own perspective to others.
<p>THINKING & UNDERSTANDING</p>	<ul style="list-style-type: none"> • Uses common sense, past experience and an understanding of procedures to identify and solve day-to-day problems. • Identifies complex issues and strategic solutions. Able to discern and recognise relationships among complex & long-term trends and events from unrelated areas.
<p>PERSONAL RESILIENCE</p>	<ul style="list-style-type: none"> • Shows flexibility by adapting own strategies, goals, approaches and displays a positive attitude to others. • Demonstrates self-control in behaviours and interactions with others, moderating actions and responses so as to maintain and build effective relationships and a positive work environment. • Shows self-confidence in willingness to take on difficult or complex challenges. Expresses own position confidently and clearly. • Shows flexibility by adapting own strategies, goals, approaches and projects to new situations and change. Effectively encourages others to show flexibility and adapt to changes in direction, priorities and situations. • Shows persistence in dealing with difficult tasks or situations over a long period of time, until successfully completed or a decision is made not to continue. Maintains optimism and positive attitude throughout. • Demonstrates self-control in behaviours and interactions with others, recognising own motivation, demonstrating self-awareness and moderating actions and responses so as to maintain and build effective relationships. Calms others in stressful situations. Manages own stress effectively.
<p>KNOWLEDGE & SKILLS</p>	<ul style="list-style-type: none"> • Clear spoken English, including the ability to communicate effectively with a wide range of people in face-to-face situations.

- Sound working knowledge of MS Office applications and Patient Management systems.
- Strong written and oral communication skills. Can communicate effectively with a wide range of patients and clinicians through appropriate choice of medium.