



Title: Back-Office Customer Service Representative (Billing Analyst)

Reports to: Operations Manager

Location: Scottsdale, AZ (Local Applicants Only)

Organization

Genius Avenue, located in Scottsdale, AZ, is an established benefits industry technology BPO that offers a unique solution to benefits providers, insurance carriers and agents/brokers in the benefits space—an advanced infrastructure for enrolling, administrating and engaging consumers on behalf of the client.

With this infrastructure, we are transforming the way benefit providers, insurance carriers, and program managers launch and administer their products and services. Our proprietary technology and administrative services are rooted in the insurance industry and have grown to become the most flexible in the industry. As your outsource partner, we minimize the complexities of benefits administration while providing the infrastructure to effectively engage your customers. Genius Avenue helps you quickly enter new markets and ultimately gain a significant competitive advantage by increasing customer lifetime value.

We are accepting applications for a full time Back-Office Customer Service Representative (Billing Analyst). The Billing Analyst provides direct day-to-day customer service, researching billing issues, effectively solving invoicing issues, applying customer payments and completing daily assignments based on business need; performs a variety of accounting and bookkeeping duties according to established policies and procedures.

Requirements

The most important skills that you need to have for this job are:

- GREAT COMMUNICATION SKILLS to be able to work with members and clients to provide timely and complete resolution to their questions and concerns.
- MULTI-TASKING SKILLS to ensure each day's issues are completed balancing urgency and due dates.
- PROVEN PROBLEM SOLVING SKILLS to ensure each assignment is given the proper time and energy to ensure customer satisfaction.

Responsibilities

- Prepare and submit customer invoices on established billing cycles and utilizing accounting system and Content Management System.
- Post payments to customer accounts within the accounting system and/or other recordkeeping platforms.
- Monitor and report on assigned customer accounts receivable and applied/unapplied payments.
- Prepare and issue outstanding accounts receivable notices at established intervals.
- Manage assigned customer terminations, credits, and back premiums.
- Establish new customers within the accounting system and/or other recordkeeping platforms and ensure the customer data remains accurate.

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- Communicate with customers, internal and external, and resolve invoice and payment related issues.
- Interface with customer service representatives to ensure proper underlying billing data in recordkeeping platforms.
- Administer continuation of coverage: notifications, enrollment, payment, notices, credits and terminations.
- Perform filing and general administrative tasks.
- Maintain thorough customer files and documentation in accordance with company policy and accepted accounting practices.
- Assist in financial management and analysis as requested.
- Respond to inquiries from Genius Avenue staff regarding customer billing, payments, credits, terminations, back premiums, continuation of coverage and related documentation.
- Provide training to new and existing staff as needed.
- Participate in new customer implementation projects as assigned.
- Maintain compliance with established security policies and procedures.
- Maintain personally identifiable information (names, addresses, birthdates, SSNs, credit card information, etc.) confidential.
- Prepare reports as requested.
- Be able to professionally represent Genius Avenue at client meetings, when preparing written correspondence on behalf of the Accounting and Finance Department and communicating via email or over the phone with clients
- Keep all activities, projects, requests, documentation, timelines organized and readily available.
- Assist senior management by performing administrative duties as they are assigned.

Skills/Requirements

- High School diploma or equivalent required
- 1 - 3 years' experience in bookkeeping practices
- Associate degree in accounting is an advantage
- MS Office (Excel and Word) and knowledge of accounting software - QuickBooks
- Previous customer service experience and/or healthcare administration experience helpful
- Good analytical, math and problem-solving skills
- Ability to handle multiple tasks
- Strong written and verbal communication skills
- Proficient keyboard skills
- Must be a genuine team player, work equally well with coworkers, management and customers
- Ability to quickly adjust to frequent assignment changes
- Ability to work well under pressure in a fast paced, changing environment

Benefits Include:

- Competitive compensation program
- Group medical/dental insurance
- Life insurance
- Disability insurance
- Holidays
- Paid time off

Genius Avenue is an Equal Opportunity Employer.