

Client Financial Coordinator - Foster Hospital for Small
Animals
Tufts University

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Posted Aug. 5, 2024, set to expire Dec. 31, 2024

Job Title	Client Financial Coordinator - Foster Hospital for Small Animals
Department	Henry and Lois Foster Hospital for Small Animals
Institution	Tufts University Medford, Massachusetts
Date Posted	Aug. 5, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Senior Executive Officer
Academic Field(s)	Financial Planning/Budget Management
Job Website	https://jobs.tufts.edu/jobs/20792?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Henry and Lois Foster Hospital for Small Animals is the flagship teaching hospital of Cummings School of Veterinary Medicine, with approximately 35,000 patients seen per year. The hospital provides 24-hour care for pets 365 days of the year and offers high-quality medical care, consultation, referral, and emergency veterinary services for the care of dogs, cats, and exotic pets. The hospital provides advanced veterinary care for small animal patients throughout New England and creates a positive learning experience for veterinary students, interns, and residents.

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What You'll Do

The Foster Hospital for Small Animals (FHSA) at Cummings School of Veterinary Medicine, Tufts University, is seeking a dedicated and detail-oriented Client Financial Coordinator to join our Accounting Department. This position plays a crucial role in enhancing the client experience by providing clear and compassionate financial guidance. The Client Billing Specialist works closely with clients, faculty, house officers (residents and interns), and staff to discuss payment options, financial obligations, and available financial resources.

Essential functions as a Client Financial Coordinator will be:

Client and Hospital Communication:

- Discuss payment options and financial obligations with clients when an estimate is presented.
- Provide clear explanations of invoices and financial options available based on individual client finances.
- Communicate estimate changes from clinicians and staff to clients, discuss changes, receive consent, and collect additional appropriate deposits.
- Walk through invoices, charges, and other billing details with clients.
- Act as an intermediary between the FHSA department/section and client.
- Ensure bills are paid appropriately before the client departs from the hospital.

Financial Guidance:

- Assist clients in understanding and navigating their financial responsibilities.
- Offer guidance on available financial resources, payment options, and insurance options.
- Address any billing-related inquiries or concerns from clients promptly and professionally.

Billing and Claims:

- Responsible for charge and claim review to ensure the correct information is on the claim and it was billed appropriately.
- Review and assist in the completion of required insurance/care credit documentation when needed.
- Work closely with staff, faculty, and house officers to ensure they understand the financial aspects related to client care and are communicating with them appropriately.

Documentation and Reporting:

- Maintain accurate records of all client financial interactions and agreements.
- Prepare regular reports for the Accounting Manager on billing activities and client interactions.
- Ensure compliance with all relevant financial policies and regulations.
- Assist in the development of reporting mechanisms to identify trends and track progress for reducing and resolving high-dollar/high-volume values.

Other:

- Assist the Accounting Manager and Client Services Manager with other duties as assigned.

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The schedule includes rotating holidays. This position is considered essential and is therefore required to report to work as scheduled during emergency closings.

What We're Looking For

Basic Requirements:

- High School Diploma / GED with 3 + years' accounting experience OR customer billing experience.
- Exceptional communication skills (both in person and by telephone).
- Ability to prioritize multiple responsibilities within a busy clinical setting.
- Ability to effectively work as a member of a diverse team of clinical and administrative professionals.
- Skilled in providing empathy and compassion to bereaved clients.
- Basic computer skills including familiarity with Microsoft Office and the ability to learn the electronic medical record system.
- Able to type a minimum of 40 words per minute.
- Ability to lift up to 40 lbs. with or without accommodation.

Preferred Qualifications:

- Associate or Bachelor's degree in a relevant field of study with 1+ year of experience in accounting or customer billing.
- 3+ years of customer service experience, particularly in the fields of veterinary medicine or hospitality.
- Certifications in accounting and/or client service areas.
- Exceptional Client Service Awards and/or acknowledgments.
- Knowledge of medical/veterinary terminology.
- Experience in the Animal or Veterinary Industry.

Pay Range

Minimum \$24.30, Midpoint \$28.90, Maximum \$33.50

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information



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Contact

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