

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title:** Public Health Billing/Operations Lead

**Class Code:** 011044

**Pay Grade:** GG

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### A. Purpose:

Enhance the generation and collection of fees for the delivery of public health services. Serve as the Regional billing lead responsible for assuring the successful billing and collection of fees from clients, businesses, agencies, schools, colonies, and third party payers for services provided in multiple offices across a large region. Facilitate the region's daily operations involving facilities management, equipment readiness and logistical processes support.

### B. Distinguishing Feature:

Accounting Assistants follow established operating procedures to maintain accounts payable and receivable; record revenue, make deposits, and balance checking accounts; distribute costs to various grants and programs according to assigned coding; monitor fund sources and report shortfalls to managers; provide purchasing support; initiate inventory bids; and report daily transactions.

Financial Program Assistant independently maintains financial processes within the limits set by program professionals, monitors financial activities, reviews and reconciles financial documents, and prepares financial reports to ensure compliance with the established guidelines of the program; uses independent judgment to interpret guidelines, develops procedures to increase efficiency and effectiveness of program operations, and decides on the best approach to resolve problems within the framework of established guidelines. Responsibilities of these positions focus more on the entire process than the procedural tasks within the process. Distinguished from lower classes by the nature of work, complexity of responsibilities, nature and variety of problems encountered, and judgment and independence used to solve those problems and make decisions. Often these positions have a central function in handling an entire process.

Program Assistant I independently implement work processes and develops procedures for assigned work within limits set by program professionals; makes choices within specified, acceptable standards and practices; informs and educates others to clarify program intent and guidelines; and speaks on behalf of program professionals for whom he or she provides assistance. The impact of work done by this class is primarily internal, for example, recording statistics, compiling data for required reports, monitoring deadlines and other time factors, monitoring compliance with program guidelines, updating technical tools, etc. Positions at this level do not provide clerical support.

### C. Functions:

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Maintains or manages a financial process to ensure accurate billing and collections procedures.
2. Provide and coordinate the Public Health Regional Manager with support for daily operations of the region.

3. Regional procurement card management, compliance with approved processes and fiscal protocols for compliance.
4. Acts as liaison among program professionals, program service providers, and program users to provide advice; resolve conflicts; interpret guidance and processes; and negotiate resolutions where no specific guidelines exist

**D. Reporting Relationships:**

Typically, this position does not supervise, but may act as a lead worker to provide training and work direction to new and existing staff.

**E. Challenges and Problems:**

Challenged to review information, identify problems, and determine the cause of the problems and the appropriate approach needed to resolve and stop issues from recurring. This is challenging because the methods and techniques vary depending on the circumstance, so the incumbent must use independent judgment when assessing information, identifying problems, and determining the appropriate course of action within established guidelines. Further challenged to maintain knowledge of guidelines to maintain compliance and ensure proper implementation of financial, and logistical procedures and to provide accurate interpretation and information to staff, vendors, and the public.

Problems include evaluating issues for importance before relaying them on, maintaining deadlines, prioritizing tasks, making program intent clear to service providers and users; maintaining knowledge of changing rules and regulations that effect program objectives; and maintaining communication levels among program professionals, program staff, service providers, and service users.

**F. Decision-making Authority:**

Decisions include how to carry out processes in varying circumstances by interpreting individual situations and determining which guidelines are most effective out of those available; whether procedures within assigned functions are effective and how to revise them; and how to communicate information and guidelines most effectively regarding program services and processes to a variety of users.

Decisions referred include those that require the application of professional theory; development of and changes to processes that influence and require changes to the current system; and policy development, revisions, and difficult interpretations.

**G. Contact with Others:**

Daily contact with staff when need is identified to complete demographic or insurance information to correct errors or omissions that prevent a claim from being filed; weekly contact with program professionals to exchange information on operational developments and logistical process to identify obstacles, mitigate issues and gain efficiencies for continuity of operations. Monthly contact with Public Health Assistant staff to make corrections to billing documents prior to approval for contract payments and to

communicate guidance and operational updates impacting state owned equipment and to assist in resolving atypical issues

#### **H. Working Conditions:**

The incumbent works in a typical office environment.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- methods and practices of billing and collection processes;
- work processes pertaining to finance and accounting;
- voucher and claims preparation and processing practices and procedures;
- software applications;
- general methods and processes in areas such as purchasing, budgeting, and other administrative activities pertinent to government operations;
- distribution methodologies

Ability to:

- interpret and comprehend program guidelines and procedures, charts of accounts, and purchasing manuals;
- communicate information concisely and efficiently
- use a computer to learn and use applicable software;
- prioritize and complete work by established deadlines;
- assess process effectiveness and develop changes or alternatives;
- train and provide guidance to staff and service users;
- communicate sufficiently to answer questions and provide information about assigned work;
- compare information and recognize discrepancies;
- establish and maintain effective working relationships with vendors; contractors; departmental officials; and the public.