

# G-43176 Sr Revenue Cycle Mgmt Assoc

## Description:

Pay group: 43

Location: Syracuse

Supervisor: Gretchen Sutcliffe

Unposting Date: 05/02/2023

## About the Position:

Under general supervision, perform administrative and basic revenue cycle management duties. Provide escalation and process knowledge support to RCM L1 – L3 levels. Assist with specialized projects or duties involving a variety of situations, reporting and procedures. Creates interrelationships and takes actions consistent with objectives of the end to end process. These employees are regarded as subject matter experts and can provide training to other employees as required. In addition, perform work including, but not limited to, the following:

- Guide team in providing process and system knowledge as a first line of support.
- Handle escalated items for the team and solicit management assistance if needed.
- Research and resolve complex discrepancies and issues in a timely manner.
- Assist with the preparation of complex reports and provide as hoc reporting as assigned.
- Assist with the development and/or update of training material and procedures.
- Train and delegate work to other employees as required (includes classroom style training)
- Review work for quality and accuracy
- Assist on special projects as assigned

## Skills:

- Ability to handle escalations and guide others.
- Excellent written and oral communication skills with external customers, vendors, outside agencies, regulators, lawyers and other employees
- Sound knowledge of internal customer, financial and operational systems.
- Excellent presentation and training skills
- Excellent math and financial analysis skills
- Ability to problem solve and reconcile complex financial transactions
- Ability to create and update excel of system files/reports utilizing formulas and summative data

## Qualifications:

- Year at RCM 2 or 3 levels within the last 5 years  
AND
- Year experience in the specific work group where the vacancy exists  
AND
- AS Degree or 60 hours toward actively pursuing a BS/BA Degree\* OR related experience  
AND
- successful interview candidates

\*Acceptable degrees include but not limited to Administrative, Management, Finance, Accounting, Education, Psychology, Engineering or related field.

**Only bids received on or before the above close date will be given consideration. Email bids to RecruitingNY@nationalgrid.com or fax bids to (315)401-7890.**

**Bidders seeking to be considered for posted positions have the responsibility to fully set forth their qualifications on the job vacancy bid form. Candidates will be considered based on their seniority and the information provided on, or attached to, the bid form. Candidates who choose to submit incomplete forms may be deemed unqualified or ineligible for the posted position.**

Requisition ID 43176 - Posted 04/26/2023 - (Syracuse Erie Blvd 5210) - New England Jurisdiction - United States - New York - Customer Experience and Marketing