

JOB DESCRIPTION

ACCOUNTING CLERK - BILLING



Reports To	Director of Finance	Department	Finance/Administration
FLSA Status	Non-Exempt	Employment	Full-Time
Location	Primary Office: Administration	Supervision	No
Effective Date	September 2026	Last Revised	September 2026

POSITION SUMMARY

The Accounting Clerk - Billing is responsible for accurate and timely billing for services provided by Star of Hope.

This position uses eXPRS and other State of Oregon billing systems to review service information, submit claims, correct billing problems, and track payments. The Accounting Clerk must have a strong eye for detail and be able to identify missing, incorrect, or incomplete information that could delay or reduce payment. The position works closely with program staff, managers, finance staff, and state systems to correct deficiencies and ensure Star of Hope receives all allowable revenue for services properly provided and documented.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Billing and Revenue Capture

- Prepare and submit accurate and timely billing through eXPRS and other required billing systems.
- Review records, authorizations, rates, dates, units, attendance, and other billing information before claims are submitted.
- Make sure services billed are supported by required records and documentation.
- Identify services that have not been billed, were billed incorrectly, or may require correction.
- Follow up on missing information that could prevent or delay billing.
- Monitor billing deadlines and make sure claims are submitted within required timeframes.
- Work to capture all allowable revenue for services provided while following agency, state, and federal billing requirements.

2. Billing Review and Deficiency Correction

- Review billing records for errors, missing information, unusual results, and other concerns.
- Identify rejected, denied, suspended, incomplete, or unpaid claims.
- Research the cause of billing problems and take appropriate steps to correct them.
- Communicate billing deficiencies clearly to program staff or managers when additional information or correction is needed.
- Follow deficiencies through completion rather than only reporting the problem.
- Correct and resubmit claims when appropriate.
- Identify repeated billing problems and report trends to the Director of Finance.
- Help develop solutions that reduce future billing errors and lost revenue.

3. eXPRS and State Billing Systems

- Maintain working knowledge of eXPRS and other State of Oregon systems used for billing, authorization, payment, or service verification.
- Enter, review, update, and verify billing information within required systems.
- Monitor system reports, notices, errors, and claim status.
- Research differences between agency records and state billing records.
- Stay current on billing-system changes, procedures, deadlines, and requirements.
- Report system problems or unusual billing issues that require additional assistance.

4. Authorization and Service Verification

- Review service authorizations to make sure approved services, dates, rates, and units match records.
- Identify expired, missing, incorrect, or incomplete authorizations that may affect payment.
- Notify appropriate staff when authorization problems are found.
- Track unresolved authorization issues and follow up until they are corrected.
- Compare authorized services with services delivered and billed to identify possible missed revenue or billing errors.

5. Payment Review and Reconciliation

- Review payments and remittance information to make sure expected revenue was received.
- Compare billed services with payments received and identify differences.
- Research underpayments, missing payments, denied claims, and other payment concerns.
- Maintain records of outstanding billing issues and follow up until resolved.
- Assist with reconciliation between billing systems, accounting records, and payments.
- Provide billing information and reports to the Director of Finance as requested.

6. Documentation and Records

- Maintain complete and organized billing records.
- Keep supporting documents, reports, corrections, and communications needed to support billing.
- Maintain clear records of billing deficiencies and actions taken to correct them.
- Protect confidential financial, employee, and individual information.
- Follow record-retention and documentation requirements.

7. Communication and Coordination

- Work with Program Managers and other staff to obtain missing or corrected billing information.
- Explain billing deficiencies clearly and identify what is needed to correct them.
- Follow up on unresolved issues in a timely manner.
- Communicate concerns that may affect revenue, compliance, or billing deadlines.
- Provide professional and responsive support to agency programs and departments.

8. General Accounting Support

- Assist with data entry, reports, reconciliations, filing, and other accounting functions as assigned.
- Help maintain accurate financial records.
- Assist with month-end, year-end, audit, or financial-review activities as requested.
- Provide backup support for other accounting functions when trained and assigned.
- Support improvements to billing and accounting processes.

TEAMWORK AND ORGANIZATIONAL EXPECTATIONS

- As a supportive team member, models Star of Hope's Mission and Vision, works respectfully with employees and Supported Individuals, and contributes to a positive and professional work environment.

QUALIFICATIONS

- High school diploma or equivalent. College coursework or degree in accounting is preferred.
- Experience with billing, accounting, bookkeeping, data entry, finance, or similar work.
- Strong computer and data-entry skills.
- Ability to learn and accurately use eXPRS and other State of Oregon billing systems.
- Ability to work with spreadsheets, financial records, electronic systems, and detailed reports.
- Ability to identify errors and differences in financial or billing information.
- Strong organization and follow-through.
- Ability to maintain confidential information.
- Experience with Medicaid, developmental disability services, State of Oregon billing systems, or healthcare or human-services billing is preferred.
- Ability to pass required criminal background checks upon hire and as required after hire.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Work is primarily performed in an office setting.
- Work requires extended use of computers and electronic billing systems.
- Duties require frequent review of detailed information, reports, spreadsheets, and records.
- Must be able to manage periods of increased workload around billing deadlines.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed this job description and understand the general responsibilities and expectations of the position. My signature does not create a contract of employment or alter the employment relationship except as otherwise provided by applicable law or written agreement.

Employee Signature

Date

Supervisor Signature

Date

Copy to:

- Employee
- Supervisor
- Employee File