

*Reports to:* Accounts Manager

*Responsibilities:*

1. The Customer Service Representative shall assist with the operations of the billing department of Cooperstown Medical Transport.

*Principal duties: (include, but are not limited to)*

1. Assist with the planning, coordinating and development of all billing and collection activities.
2. Assist with Company compliance with Federal, State and Local laws and regulations governing reimbursement for EMS services.
3. Responsible for timely and accurate billing and collection activities.
4. Acts as interagency liaison to insurance providers and facilities requesting billing information.
5. Other duties as assigned.

The duties stated above are not meant to be restrictive or all encompassing. The Customer Service Representative needs to be flexible and able to make difficult decisions. The Customer Service Representative has a vital role as a member of the Company. He/she must constantly strive to improve our service and recommend changes and improvements in Company policy and procedures.

*Qualifications:*

1. Knowledge of State and Local laws and regulations governing EMS
2. Knowledge of Federal, State and Local laws and regulations governing reimbursement for EMS services.
3. Excellent verbal / written communication skills.
4. Excellent computer skills.
5. Previous health care experience, preferred

*Effective:*

December 18, 2002