

Wilson-McShane Corporation
Fund Administrators
Accounts Receivable Specialist
Kansas City, MO

Essential Duties and Responsibilities include the following:

- Answers high volume telephone calls from participants and provide explanations and answers related to eligibility, self-payments, and COBRA.
- Daily verbal and written communication with participants and employers.
- Posting employer contributions and participant self-payments.
- Reconciling reports and making deposits.
- Interpret and follow the rules outlined in Plan Documents, Policies, and Procedures.
- Other duties and projects as assigned.

To perform the job successfully, an individual should demonstrate the following competencies:

- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibilities for own actions; Follows through on commitments; Team Player.
- Customer Service- Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
- Quality- Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Takes pride in his/her own work; Organized.
- Quantity- Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Dependability- Follows instructions, responds to management direction; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Attendance/Punctuality- Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Adaptability- Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Ability to prioritize duties.
- Communication- Speaks clearly; Listens and gets clarification; Responds well to questions; writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

To perform the job successfully, an individual should have the following qualifications:

- Experience: Two plus year's related experience and/or training.
- Computer Skills: Proficiency with all aspects of Microsoft Office. Quick learner of other computer applications.
- Facets experience preferred.
- Limited travel may be required for training opportunities.