



MUNICIPALITY OF SKAGWAY
GATEWAY TO THE KLONDIKE
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JOB ANNOUNCEMENT
ACCOUNTS AND BENEFITS SPECIALIST

The Municipality of Skagway is accepting applications for the position of Accounts and Benefits Specialist for the Dahl Memorial Clinic. This is a full time position working a minimum of 40 hours per week with some evening and weekend hours. This position is eligible for municipal benefits.

WAGE RANGE: Grade 13, Step One-Entry level wage - \$21.23 per hour.

DUTIES: This position provides backup to the front office, support to the Medical Account Analyst, and works directly with patients to assist them in paying for their healthcare expenses. Principle duties include but are not limited to the following:

- Answering phones including taking messages and making appointments
- Greeting and directing patients and visitors
- Maintaining patient electronic health records.
- Processing patient payments
- Assisting with review of monthly patient AR spreadsheets and patient payment plans
- Sending letters and making collection calls on delinquent accounts
- Helping patients understand insurance EOBs and DMC statements
- Calling for insurance pre-authorizations
- Working with patients to identify ways to pay for healthcare
- Performing as a “Certified Application Counselor” for the Affordable Care Act
- Doing outreach for the Affordable Care Act during Health Care Marketplace open enrollment
- Writing articles and creating flyers and other advertising for ACA outreach events
- Completing required federal reporting for Healthcare Marketplace assists

REQUIRED KNOWLEDGE, SKILL AND ABILITIES: This position performs tasks as directed while demonstrating skills in customer service, quality management, interpersonal relationships, teamwork and written and oral communications. Maintains confidentiality per HIPAA at all times. The Municipality seeks applicants with:

- One year related experience and/or education in a clerical setting and customer service.
- High School diploma or equivalent.
- Computer skills including word processing, spreadsheets, database management and web navigation.
- Strong multi-tasking and organizational skills to include effective time management, attention to detail, flexibility and ability to work independently.
- Ability to apply common sense understanding to carry out detailed written or oral instructions.
- Ability to deal with stressful situations.
- Ability to effectively present information to patients, staff, and in public group situations for workshops.
- Ability to add, subtract, multiply, and divide, using whole numbers, common fractions, and decimals.
- Ability to respond to public requests for information and have a good rapport with the public.
- Ability to effectively network and be familiar with community and state resources.
- Must have a valid driver’s license.

THIS IS NOT A COMPLETE JOB DESCRIPTION

Applicants must submit a completed Municipality of Skagway application form to the borough office at the address above no later than 4:00 p.m. Monday, March 13, 2017. Contact the borough office by email at m.gihl@skagway.org. The application can be downloaded from the website at www.skagway.org.

The Municipality of Skagway is an equal opportunity employer.