

Class Specifications  
for the Class:CREDIT AND COLLECTION CLERK  
SR-13; BU:03Duties Summary:

Interviews patients and/or responsible persons to secure financial information, arranges for method of payment and extension of credit, and inquires into and determines financial status; reviews accounts for delinquent payments and contacts payer to seek payment; and performs other related duties as assigned.

Distinguishing Characteristics:

This class involves responsibility for determining credit status, arranging for payment and credit, and collecting delinquent accounts.

Examples of Duties:

Interviews patients and/or responsible representatives to obtain financial information to determine ability to pay, credit rating, financial status, etc.; confers with patient or his responsible representative after admittance or prior to discharge to make arrangements for payment of hospital costs not covered by insurance or other coverages by arranging for method of payment and securing assignments, promissory notes or other commitments to pay; reviews patients' accounts to ascertain whether payments are current and on the amounts specified and sends notices of payments due; contacts payers who are delinquent personally, by telephone or by mail and collects payments due; determines whether arrangements for payment should be modified and credit extended; determines accounts that are uncollectible, and prepares list of such accounts to be forwarded to collection agencies; or keeps records of contacts and status of accounts and prepares monthly status report of delinquent accounts, collections, extensions and other related activities; and may assist in the preparation of monthly statements and aging of accounts.

Minimum Qualification Requirements:

Training and Experience: Graduation from high school and two (2) years of full-time work experience in credit and collection work; or any equivalent combination of education and experience.

Knowledge of: Credit and collection methods; principles and techniques of interviewing; and office practices and procedures.

Ability to: Collect, organize and evaluate facts; be tactful and objective in interviewing and dealing with people; present information clearly and comprehensibly both orally and in writing; appreciate the effect of the work on the well being of the patient; and learn the laws, rules, regulations, policies and procedures connected with the work.

Physical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition, which would cause applicants to be a hazard to themselves or others, is cause for disqualification.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

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This is an amendment to the class specifications for the class, CREDIT & COLLECTION CLERK, to include the physical requirements, mental/emotional requirement and delete the test requirement, effective April 16, 2005.  
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This class is adopted from the County of Maui relative to the transfer of hospital personnel to the State effective January 1, 1970, pursuant to Act 265, SLH 1969.  
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This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

APPROVED: \_\_\_\_\_  
JANICE WAKATSUKI  
VP/Director of Human Resources

MEMORANDUM

TO: All Department Heads

FROM: Donald Botelho, Director of Personnel Services

SUBJECT: Amendment to the Specification for the Class Credit and Collection Clerk

Please delete the License Required section of the Minimum Qualification Requirements portion of the class specification for the class Credit and Collection Clerk which was approved on July 24, 1970.