UPDATING

POSITION DESCRIPTION

DEPT ID/BUDGET CODE BWC350242

Class #: 66114	Title: Accountant/Examiner 4	PN: 20066883

DIVISION	DEPARTMENT / WORK UNIT	COUNTY OF EMPLOYMENT
Finance	Accounts Receivable/Collections	Franklin

☐ New Position ☒ Update ☐ Reclassification (note previous class here) ☐ Position hyperlinked to org tree?

WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Senior Financial Adjustments & resolutions Analyst	(see org tree)

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	FLSA status: ☒ OT Eligible ☐ OT Exempt If OT Exempt, exemption type(s): ☐ Exec ☐ Admin ☐ Prof ☐ High Comp	Bargaining Unit: 14 Page 1 of 1

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00am TO: 5:00pm ***(Core business hours shown.)***

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	Under general direction, acts as lead worker over lower-level accountant/examiners engaged in workers' compensation collection activity: performs general-focus collections duties: reviews data (e.g. coverage, balances) for assigned accounts & researches & reviews employer information related to billings on accounts (e.g. audits, no-cov penalties, adjustments, cash corrections & clean-ups, dishonored checks) & determines appropriate action for correction &/or collection; obtains employer information from policy files; researches information on Accounts Receivable systems (e.g. CoreSuite, , Attorney General [AG]'s CUBS system, bwc.ohio.gov) & audit trails & ensures all payroll & premiums are reported; requests address & name updates on business accounts as appropriate; researches, requests and processes necessary financial adjustments to employer accounts; prepares detailed account breakdowns (e.g. accounts with multiple billings certified to the AG for collection) for internal &/or external review (e.g. unit supervisor, AG staff, employers); provides assistance to BWC staff (e.g. Fraud (SIU) & compliance staff, lower-level examiners) with analysis on complex &/or difficult accounts (e.g. multiple outstanding true up reports, estimates, rate &/or audit adjustments, non-compliance); monitors AG collection efforts (e.g. payment arrangements, lien filing & release) & transaction processing (e.g. pending cash corrections, requests for additional information) & reports delays to supervisor; monitors pending collection issues (e.g. adjudication hearings, AG holds & follow ups) & advises lower level examiners of corrections as required; assigns inquiries, correspondence, &/or transaction processing to lower level examiners for processing & response; monitors assigned portfolio (e.g. extended payment plans) of policies; contacts employers with past-due balances &/or lapses in coverage to discuss payment arrangements (e.g. via telephone, email, letter); appears as witness & testifies regarding outstanding balances &/or employer non-compliance in cases referred for prosecution or liquor license suspension; represents BWC at Adjudication Committee hearings; works with other BWC staff (Employer Service Specialists, Business Consultants, Investigators, Auditors, Accountant Examiners) on employer collection issues & make referrals to other BWC departments as appropriate. Processes dishonored payments correspondence & determines applicable coverage status for policies with dishonored payments; reviews, processes and responds to Collection Box & Prospective Billing email inquiries; processes incoming calls regarding employer accounts; makes outgoing calls for resolution and collection of employer accounts. Reviews and processes BWC Complaint Tracker requests assigned to Collections. Reviews employer credits for validity, prepares refund packets and submits to management for approval and refund release.	**Knowledge of:** Accounting, BWC, Finance & Collections policies & standard operating procedures*; BWC laws, rules & regulations, employee training & development*; lead work*; public relations; government structure & process (e.g. interaction with AG)*, special coverage such as domestic, Minister, sole proprietor, partnership & emergency & volunteer coverage for Public Employers (PEs)*, NCCI manual classifications*; public relations; human relations; federal & state regulations governing documents processed, reviewed, prepared or scanned to centralized data storage area*; principles of customer service; oral & written business communication. **Skill in:** use of general office equipment (e.g. copier, fax, calculator, multi-line phone); use of PC & peripheral equipment (e.g. printer, scanner, UDS)*;use of Microsoft Office software (e.g. Outlook, Word, Excel, Access)*, use of BWC/AG - specific software and/or systems (e.g. CoreSuite, BWC Web, audit trail, pdf reports, CUBS, Client View)*; use of SharePoint*; use of internet search engines*; English communication (listening, writing, reading, phone etiquette); data entry. **Ability to:** apply principles to solve practical, everyday problems; read, comprehend & record figures accurately; add, subtract, multiply & divide whole numbers; calculate equation & statistics consisting of fractions, decimals, percentages & averages; copy records precisely without error; read complex sentences with common vocabulary; comprehend complex sentences; copy materials accurately; recognize & correct grammatical spelling errors; complete routine detailed forms maintain accurate records; understand manuals & verbal instructions, technical in nature; prepare meaningful, concise & accurate reports; proofread technical materials; testify in court; use proper research methods in gathering data; gather, collate & classify information about data, people or things; answer routine & technical telephone inquiries from public & sensitive inquiries from & contacts with other government officials, general public, claimants &/or providers; resolve complaints from angry citizens & government officials; make proper referrals within agency & external sources*; communicate (written & oral) professionally with injured workers, employers, providers & public; work alone on most tasks; work as part of a team; understand principles of accounting; apply principles to solve practical, everyday problems. **(*) developed after employment.**
30	Performs other related duties as required (e.g., develops, reviews & validates new &/or updated processes [e.g., collections guidelines], maintains manuals [e.g., procedural], makes suggestions of changes to collection policies & procedures; reviews & processes weekly AG payment requests; represents BWC in meetings with employers & employer representatives. Completes additional Collections/Finance special projects as assigned.	**Same as above.** **Position requires travel; therefore, persons occupying this position must be able to provide own transportation &/or legally operate a state-owned vehicle.**

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		12/9/2022