

POSITION OVERVIEW

Job Title: Client Billing Systems Analyst
Business Title: N/A
Job Code: BILLSYSANST
FLSA Status: Exempt
Department: Direct Bill
Reports to: Katie Blake
Location: Remote
Draft Date: 8/24/2026
Revision Date: 8/25/2026
Approved By: Kyle Jankowski
Role: Individual Contributor

POSITION SUMMARY

The Client Billing Systems Analyst is responsible for investigating, analyzing, and resolving reported issues impacting contract billing accuracy and performance. This role serves as a key liaison between Revenue Cycle Management (RCM) teams, clients, and technical resources to identify root causes, implement sustainable solutions, and drive process improvements.

POSITION DUTIES AND RESPONSIBILITIES

Research, analyze, and resolve reported contract billing issues, including fee schedule discrepancies, billing logic errors, routing exceptions, and other contract-related charge concerns.

- Perform detailed account and system reviews to identify the root cause of billing issues and develop effective corrective actions.
- Utilize available systems, reporting tools, technical resources, and documentation to investigate and resolve complex billing challenges.
- Validate issue resolution outcomes to ensure contract charges process accurately and in accordance with established billing requirements.
- Partner with clients, operational teams, technical support teams, and cross-functional RCM departments to facilitate issue resolution and communicate findings.
- Serve as a subject matter resource for contract billing inquiries and provide guidance regarding issue impacts and recommended solutions.
- Collaborate with the team to develop and implement process improvements that enhance contract billing accuracy, efficiency, and operational effectiveness.
- Monitor reports and operational dashboards for statement holds, claim holds, or other exceptions that may impact contract charge processing.
- Research held or suspended accounts to determine the cause of delays and take appropriate action to resolve or route issues for resolution.
- Ensure accounts are properly worked, cleaned up, and routed in accordance with issue resolution procedures
- Maintain accurate records of investigations, resolutions within the assigned SNOW ticket
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge – Theoretic or practical understanding of a subject (e.g., Understanding of healthcare industry regulations, trends, and best practices).
- Skills – Proficiencies developed through training or experience (e.g., Proficiency in computer software including Microsoft Office Products. (Word, Excel, Access, Outlook and PowerPoint)).
- Abilities – Innate or developed capacities to perform tasks (e.g. Ability to work with and maintain confidential information).

REQUIRED QUALIFICATIONS

- Bachelor's degree in health administration or business administration with 2-3 years of related experience preferred; or an equivalent combination of education and experience
- 5+ years of healthcare revenue cycle or other industry invoicing experience preferred Licenses, certification, or credentials, if applicable (e.g. ARRT certification)

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Effective communication, presentation, and facilitation skills directed at VP level and above
- Demonstrated ability to collaborate with multiple internal and external stakeholders
- Highly motivated self-starter who is an excellent team player and can drive results
- Thrives in a fast-paced, high-growth environment and very adaptable to change
- Attention to detail
- Proficient in Microsoft Office Suite
- Minimal travel for executive events (<5% of the time)

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☒ Never ☐ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☒ Never ☐ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☐ Occasionally ☒ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☒ Never ☐ Occasionally ☐ Constantly

Adjusting or moving objects up to 15 pounds in all directions.

☒ Never ☐ Occasionally ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☐ Occasionally ☒ Constantly

Operating machinery and/or power tools.

☒ Never ☐ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☒ Never ☐ Occasionally ☐ Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ Constantly

Environmental Conditions

Low temperatures.

☒ Never ☐ Occasionally ☐ Constantly

High temperatures.

☒ Never ☐ Occasionally ☐ Constantly

Outdoor elements such as precipitation and wind.

☒ Never ☐ Occasionally ☐ Constantly

Noisy environments.

☐ Never ☐ Occasionally ☐ Constantly

Hazardous conditions.

☒ Never ☐ Occasionally ☐ Constantly

Poor ventilation.

☒ Never ☐ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☒ Never ☐ Occasionally ☐ Constantly

No adverse environmental conditions expected.

☒ Never ☐ Occasionally ☐ Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☐ Occasionally ☒ Constantly

Light work that includes moving objects up to 20 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date