

**POSITION OVERVIEW**

Job Title: Refund Clerk  
Business Title: Refunds Specialist  
Job Code: REFSPEC  
FLSA Status: Non-Exempt  
Department: Revenue Cycle  
Reports to: Supervisor, Revenue Cycle  
Location: Austin TX  
Draft Date: 5/18/2026  
Revision Date: 5/18/2026  
Approved By: Kimberly Bloodworth  
Role: Individual Contributor

**POSITION SUMMARY**

Radiology Partners is seeking a Refund Clerk who will focus on reviewing and printing patient and insurance refunds. The Refund Clerk will analyze refunds which will include an overview of refund check printing and check registers being submitted to accounting.

**POSITION DUTIES AND RESPONSIBILITIES**

- Review and print refund checks for accounts that are in a credit balance for multiple practices
- Export refund check registers and submit to accounting
- Review refund postings
- Handle incoming returned checks for proper processing
- Scan refund checks into a document system
- Complete quarterly escheatment report
- Research and resolve accounts that are in a credit balance
- Research and resolve all refund request
- Post refunds
- Works with payor contract requirements for compliance purposes
- Issues refund request denial letters based on contract and timely guidelines
- Complete quarterly vendor credit balance report
- Troubleshooting office equipment by following the series of instructions the machine offers. (ex: copier & paper folding machine, jamming issues)
- Lift up to 40 lbs
- 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**

- High School or GED required

- Three years of relevant experience required
- In depth knowledge of Medicare, Medicaid, commercial payer reimbursement policies and procedures
- Excellent communication and problem-solving skills
- Ability to work in a collaborative, team environment
- Ability to be well organized, detail-oriented, in a fast-paced environment
- Ability to think critically and identify the global impact across the revenue cycle with a solution-oriented approach

### 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