



**Extended Business Office (E.B.O.)
Private Pay Support Specialist**

Job Description

The Support Specialist provides basic clerical functions within the E.B.O. Division and assists the Support Team Leader, Assistant Manager, Operations Manager, Coaches and Collectors on a daily as needed basis.

An E.B.O. Support Specialist is expected to have the following skills and abilities:

1. Possess a GED, High School Diploma, or higher degree.
2. Be familiar and proficient on a personal computer and understand basic Windows based operating systems.
3. Strong knowledge and understanding of the EBO Private Pay process is strongly beneficial, but not mandatory.
4. Proficient in Microsoft Excel is strongly preferred.
5. Be able to work a shift of Monday – Friday from 8:30 a.m. until 5:00 p.m.
6. Be able to sit for extended periods of time at a computer work station.
7. Access and knowledge of all client HOST systems and be able to navigate through the various systems.
8. High degree of detail-orientation.
9. Ability to multi-task and remain focused while performing repetitive tasks.
10. Ability to work in a self-directed manner.
11. The following is a compilation of various duties that you may or will be asked to perform.

Duties are not limited to this list.

- a. Produce, compile, edit and update private pay collector's deal sheets on a daily basis.
- b. Accurately process via online systems credit cards and phone checks collected by EBO on a daily basis.
- c. Update Excel documents specific to the department (Urgency Tracking Sheets).
- d. Processing Requestor Logs - replying to facility requests from emails and updating accounts per the directive from the facility.
- e. Data entry and document creation for coaches from Insurance and Private Pay Departments.
- f. Fax and distribute faxed documents to appropriate persons.
- g. Update accounts per facility directive (ebo support inbox).
- h. Cancel accounts using a schedule.
- i. Send letters on accounts using a schedule.
- j. Perform mail return and updated address functions on accounts.
- k. Perform various clerical type duties on a regular and as needed basis.