



**Extended Business Office (E.B.O.)**  
**Support Team Lead**

**FLSA Status: Exempt**

**Reports to: Supervisor of Support & Operations Manager**

The Support Team Lead provides basic and advanced clerical functions within the E.B.O. Division and assists the Collection Supervisor, Assistant Manager, Operations Manager, Team Leaders and Collectors on a daily as needed basis.

**An E.B.O. Support Team Lead 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 highly beneficial, but not mandatory.
4. Experience (6 – 12 months) as an EBO Private Pay Support Specialist is preferred, but not required.
5. Proficient in Microsoft Excel is strongly preferred.
6. High degree of understanding of basic accounting/bookkeeping principles is preferred.
7. Be able to work a shift of Monday – Friday from 8:30 a.m. until 5:00 p.m. Also be able to work overtime to accommodate month-end and other special circumstances.
8. Be able to sit for extended periods of time at a computer work station.
9. Access and knowledge of all client HOST systems and be able to navigate through the various systems.
10. High degree of detail-orientation.
11. Ability to multi-task and remain focused while performing repetitive tasks.
12. Ability to work in a self-directed manner.
13. 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. Maintain account transactions by applying daily and out-of-balance reports.
- b. Report (to manager) quickly and in detail missing transactions, files, etc.
- c. Review invoice discrepancies and prepare adjustment forms.
- d. Run transaction reports to audit for additional fees.
- e. Create and follow up on phone checks sent to facility lock boxes.
- f. Process accurately and efficiently credit cards and electronic checks via facility online payment modules.
- g. Manually post transactions for non-automated client systems.
- h. Prepare and distribute daily fee activity.
- i. Maintain office supplies and ordering of such.
- j. Maintain office host password lists to ensure accuracy and currency.
- k. End of Month duties.
- l. Update Excel documents specific to the department.
- m. Processing Requestor Logs - replying to facility requests from emails and updating

- accounts per the directive from the facility.
- n. Data entry and document creation for supervisors from Insurance and Private Pay Departments.
  - o. Fax and distribute faxed documents to appropriate persons.
  - p. Update accounts per facility directive (ebo support inbox).
  - q. Cancel accounts using a schedule.
  - r. Send letters on accounts using a schedule.
  - s. Perform mail return and updated address functions on accounts.
  - t. Perform various clerical type duties on a regular and as needed basis.

Compensation: hourly pay + EBO Support Bonus Plan  
Immediate Supervisor: Lisa Burns

**HOURS:** Monday – Friday 8:00 a.m. – 5:00 p.m.

MUST PASS A PRE EMPLOYMENT BACKGROUND CHECK

**FAX RESUME & COVER LETTER TO 772-299-4328 or**

**e-mail [careers@meddatsys.com](mailto:careers@meddatsys.com)**