

# SAN JOAQUIN

— COUNTY —

*Greatness grows here.*



## **San Joaquin General Hospital**

### **Patient Financial Services Supervisor**

**Monthly Salary:**

**\$4,290—\$5,214**

Upcoming salary increases:

5% July 2023; 4% July 2024; 3% July 2025

Apply by February 3, 2023

# San Joaquin County Employment Opportunity

## **Patient Financial Services Supervisor**

### San Joaquin General Hospital

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#### About the positions

The San Joaquin General Hospital has an exciting and rewarding opportunity to join our growing team. We are currently seeking to fill multiple Patient Financial Services Supervisor vacancies. The PFS Supervisor will be responsible for the daily supervision of one or more sections of clerical staff assigned to patient accounts performing the duties of billing third party claims to various payers and collections of patient accounts. If you are someone that desires to make a positive impact and contribution to serving others, we have a place on our team where you can make a difference in peoples lives. All PFS Supervisors report directly to the Manager of PFS.

#### Current vacancies

Supervisor for Cash Posting— This position develops financial reports for the Hospital, and other county departments that reflect daily revenue and reimbursement. The chosen incumbent is responsible for the efficient and effective supervision of all cash receipts, by managing employees and client needs. Strong leadership skills are required to guide and coach staff to achieve operational goals and meet timelines.

Supervisor for Patient Experience— Areas of responsibilities are Customer Service, Self-Pay Collections, Cashier, Credit Clerk, and Financial Counseling. The chosen incumbent is responsible for the efficient and effective area operations by managing employees and client needs. Strong leadership skills are required to guide and coach staff to achieve operational goals.

#### About the department

Established in 1857, San Joaquin General Hospital is a premiere teaching hospital grounded in the principle that the client is the purpose of our work. We believe all people deserve to be treated with respect, courtesy and responsiveness. Our staff demonstrates the highest standards of personal integrity while working cooperatively to perform services in a competent and timely manner. Every individual contributes to the overall success of the department, thereby creating a positive environment.

#### Application and Selection

The competitive process includes a completed application with supplemental questionnaire. If a formal exam is required, qualified applicants will participate in an oral examination interview which may include a practical exercise. Top-scoring candidates will be referred for a hiring interview. Resumes are not accepted in lieu of applications.

To apply, visit our [webpage](#) or scan this QR code with your smartphone's camera.



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Recruitment Announcement  
0123-RO1010-01  
Equal Opportunity Employer

Human Resources  
44 N. San Joaquin Street  
Third Floor, Suite 330

# Patient Financial Services Supervisor

## San Joaquin General Hospital

### Typical Duties

- Supervises, assigns, coordinates, and evaluates the work of clerical staff performing complex billing and/or collection processes.
- Assists with establishing standards for work performance; ensures claims are billed timely and correctly to maximize reimbursements and increase cash flow.
- Confers with insurance representatives, internal/external agency staff and others on billing matters and answering questions and refers matters that may require policy decisions to management.
- Confers with other departmental sections to assure timely and accurate flow of information necessary to patient account billing; reviews documents and system data for charge errors; participates on task forces and committees as assigned.
- Researches accounts; resolves or handles more difficult and complex billing problems, appeals, and complaints; troubleshoots system issues and recommends improvements.
- Trains staff in complex billing and collection procedures, policies and practices; orients new employees to billing and collections.
- Researches and answers questions and applies billing and collection rules, regulations, and guidelines; updates staff to changes in policies, standards and regulations; disseminates information affecting other departments quickly and accurately.
- Prepares and audits claims, statements and reports from a variety of sources; performs technical clerical accounting work; monitors accounts and prepares reports.

Please take a look at SJGH's website for more information on the hospital and community we serve:

[Home Page - San Joaquin General Hospital](#)

Recruitment Announcement  
0123-RO1010-01

Equal Opportunity Employer

### Minimum Qualifications

**Experience:** Three years experience performing insurance billing, collection, or accounts receivable in a hospital environment within the last five (5) years.

### Compensation and Benefits

Approximate Monthly Salary:

**\$4,290—\$5,214**

The County offers an excellent benefits plan which includes a county contribution to health insurance, dental and vision insurance plans. Other benefits also offered by the County include:

- 1937 Retirement Act plan with reciprocity with CALPERS.
- 125 Flex Spending Benefits Plan
- 457 Deferred Compensation Plan
- 12 days sick leave annually with unlimited accumulation.
- 10 days of vacation leave (15 days after 3 years, 20 days after 10 years, and 23 days after 20 years)
- 14 paid holidays per year



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