Revenue Coordinator

Requisition #:	ACCT-REVC-041026
Closing Date:	Open Until Filled
Classification:	Non-Exempt
Salary Range:	$2,839.00 - $5,488.00 / Monthly DOE

PURPOSE:
To review and support the Trust Department on all individuals' benefits (SSI/SSA and Medi-Cal).

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. **WRC Core - Communications**
   - Responds to all phone calls by close of business the following workday, including telecommute day, if any
   - Responds to emails by close of business the following workday, including telecommute day, if any
   - Clears/checks voicemail routinely throughout the day, including telecommute day, if any
   - Clears/checks email routinely throughout the day, including telecommute day, if any
   - Remains consistently reachable by staying in contact with individuals and the Agency
2. **WRC Core - Accountability**
   - Consistently provides an accurate weekly schedule, ensuring that supervisor is aware of whereabouts, and considering the Agency's business needs when requesting time off
   - Adheres to agreed-upon work schedule
   - Arrives and departs in a timely manner
   - Attends all regularly scheduled mandatory and other meetings
   - Utilizes absence information management tools (Out of Office Assistant and DND) on a consistent basis
3. **WRC Core - Goals and Objectives**
   - Sets appropriate priorities
   - Arrives at prudent and well-thought-out decisions with appropriate input
   - Completes incidental tasks as requested in a timely manner
   - Manages multiple tasks while meeting required time frames
   - Adheres to Agency and departmental policies and procedures

4. **WRC Core – Professionalism**
   - Maintains a professional appearance and demeanor
   - Demonstrates kindness, courtesy and respect in all interactions with co-workers and others
   - Treats our individuals with respect and consideration
   - Works collaboratively with team members and/or other departments to identify and resolve issues
   - Fosters goodwill and contributes to a positive work environment through attitude and actions
5. **Residential Admissions:**
   - Process admission agreement, authorizations and cancellations for all residential individuals
6. **Individuals Money Management:**
   - Review all money management requests and code for payment
   - Request individuals' wages
7. **Medi-Cal:**
   - Prepare applications for initial Medi-Cal coverage (all individuals) for long term care, MC250, DPSS (those not receiving SSI)
   - Complete annual Medi-Cal re-determination (all individuals) for long term care, MC250, DPSS (for those not receiving SSI) as requested, and notify change of benefit, address and replacement of Medi-Cal
   - Handle all problems associated with Medi-Cal
   - Process requests for replacement Medi-Cal cards for individuals who receive SSA only
8. **SOF:**
   - Process SCF changes based on Social Security letters (for all individuals)
   - Process the final procedure of the SOF maintenance
9. **Social Security:**
   - Handle Social Security issues for individuals whose last names begin with M-Z only, such as initial SSI/SSA application, annual SSI re-determination, change of living arrangements and change of address
10. **Support:**
    - Provide backup for Senior Revenue Coordinator as needed
    - Provide backup for Fiscal Assistant V as needed (Note: regarding payments, support will consist of reviewing the invoices for processing)

JOB SPECIFICATIONS (KNOWLEDGE, SKILLS AND ABILITIES):

- Education requirement: Minimum high school diploma or equivalent
- Years of experience required: 2 years in accounting or finance
- Knowledge of the following software: AS400, Microsoft Office
- Knowledge of basic office machinery: 10-key, copier, etc.
- Some knowledge of SSI/SSA
- Good communication skills

POSITION PERFORMANCE CRITERIA:

1. **WRC CORE - Demonstrates responsiveness in all communications, by:**
   - Responding to all phone calls by close of business the following workday, including telecommute day, if any
   - Responding to emails by close of business the following workday, including telecommute day, if any
   - Clearing/checking voice mail routinely throughout the day, including telecommute day, if any
   - Clearing/checking email routinely throughout the day, including telecommute day, if any
   - Being reachable by staying in contact with individuals and the Agency
2. **WRC CORE – Proves reliability and accountability through:**
   - Consistently providing an accurate weekly schedule, ensuring that supervisor is aware of whereabouts, and considering the Agency's business needs when requesting time off
   - Adherence to agreed-upon work schedule
   - Timely arrival and departure
   - Attending all regularly scheduled mandatory and other meetings
   - Utilizing absence information management tools (Out of Office Assistant and DND) on a consistent basis
3. **WRC CORE – Sets appropriate priorities to meet departmental goals and objectives including, but not limited to:**
   - Setting appropriate priorities
   - Arriving at prudent and well-thought-out decisions with appropriate input
   - Completing incidental tasks as requested in a timely manner
   - Managing multiple tasks while meeting required timeframes
   - Adhering to Agency and departmental policies and procedures

4. **WRC CORE - Demonstrates professionalism, teamwork, and positive interactions through: Professional appearance and demeanor:**
   - Demonstrating kindness, courtesy and respect in all interactions with co-workers and others
   - Treating our individuals with respect and consideration
   - Working collaboratively with team members and/or other departments to identify and resolve issues
   - Fostering good will and contributing to a positive work environment through attitude and actions

5. **Residential Admissions:**
   - Process admission agreement, authorizations and cancellations for all residential individuals

6. **Money Management:**
   - Review all money management requests and code for payment
   - Request individuals served wages

7. **Medi-Cal:**
   - Prepare applications for initial Medi-Cal coverage (all individuals) for long term care, MC250, DPSS (those not receiving SSI)
   - Complete annual Medi-Cal re-determination (all individuals) for long term care, MC250, DPSS (for those not receiving SSI) as requested, and notify change of benefit, address and replacement of Medi-Cal
   - Handle all problems associated with Medi-Cal
   - Process requests for replacement Medi-Cal cards for individuals who receive SSA only

8. **SOF:**
   - Process SCF changes based on Social Security letters (for all individuals)
   - Process the final procedure of the SOF maintenance

9. **Social Security**
   - Handle Social Security issues for individuals whose last names begin with M-Z only, such as initial SSI/SSA application, annual SSI re-determination, change of living arrangements and change of address

10. **Support:**
    - Provide backup for Senior Revenue Coordinator as needed
    - Provide backup for Fiscal Assistant V as needed (Note: regarding payments, support will consist of reviewing the invoices for processing)

SPECIAL REQUIREMENTS:
This position will primarily be based in the office; however, remote work may also be available.

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume and cover letter to Jobs-WRC@Westsiderc.org by the closing date and include the Requisition Number and Job Title in the subject line of the email.

**** Reminder for Current Employees: Please remember to refer a colleague for an incentive when they are hired and successfully pass the introductory period.**