



Customer Service Representative, Finance - 1 position	Posting #: 54894
Finance	Posting Date: April 29, 2025
St. Joseph's Hospital - London, ON	Submission Deadline: May 05, 2025
Full Time	Jennifer Pasichnyk, Human Resources
Non-Union	Salary Range: \$29.11 - \$34.23 /hour

Reporting to the Finance Treasury Manager, the successful incumbent will assume day-to-day responsibilities for processing system generated billings and other transactions as required, ensuring transactions and billing detail are accurate and outstanding accounts are followed up on a timely basis. This role represents the organization through direct interaction with patients, insurance companies, 3rd party service providers and the Ontario Ministry of Health regarding billing and payment inquiries in person and over the phone. The position requires availability to work at business offices at St. Josephs Hospital, Mount Hope, Parkwood Institute, Parkwood Institute Finch Family Mental Health Care, and Southwest Centre for Forensic Mental Health Care in St. Thomas.

#### Essential Qualifications

- Successful completion of a college certificate, preferably in related field such as Business Administration, Accounting, or Office Administration
- Secondary (High) School Diploma
- A solid knowledge of software applications such as MS Office, with a minimum basic level proficiency in Excel
- Knowledge of computer billing systems required
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Exceptional verbal and written communication skills; ability to interact effectively with all levels of staff
- Demonstrated ability to have difficult conversations
- Proven customer service skills
- Demonstrated initiative and ability to work independently and as an effective team member
- Demonstrated effective organizational and time management skills in a busy environment
- Demonstrated effective problem solving and analytical skills
- Demonstrated thoroughness and attention to detail

#### Preferred Qualifications

- Working knowledge of generally accepted accounting principles required
- Proficiency in French would be an asset
- Demonstrated proficient knowledge of Accounts Receivable Application, preferably HRCM (INFOR - health care cycle management)
- Experience with accounts receivable applications an asset
- Experience with billing and trust administration within a Long Term Care setting an asset

#### Teaching and Research

- St. Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St. Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

### Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

*Your interest in this opportunity is appreciated.*

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.  
Only those under consideration will be contacted.*