

Job title: Meals on Wheels (MOW) Data Specialist Reports to: Director of Client Services and Billing
Compensation level: Para-Professional B

Posting date: April 1, 2024
Closing date: April 15, 2024

Specialist at MIFA

Specialists serve essential support functions within their areas, often with a focus on reporting, including organizing information by studying, classifying, and interpreting data. They are skilled in Microsoft Office applications and other software relevant to their areas. They are detail-oriented and efficient with the skill to specialize in a particular function: administrative specialists generally prepare reports by collecting, analyzing, and summarizing information; program specialists generally assess program needs and design activities and engagement opportunities to meet those needs, with a responsibility to consistently use available technology and look for opportunities to innovate.

Position summary

The Meals on Wheels (MOW) Data Specialist is responsible for assessing and entering data for billing related services for Title III OAA (Older Americans Act), Options, TennCare Choices, Family Caregiver, MIFA funded, and other government/grant programs.

Qualifications

- Associate degree or two years' post-high school education in business administration
- Three years' data and billing experience required
- Experience with ten-key and billing software and ability to type 35 wpm preferred.
- Proficient at operating communication systems (computers, email, laptops, telephone, faxes, scanners, and presentation equipment.), Microsoft Office (Word and Excel), and various database systems

Major responsibilities and related tasks

Records and data management

- Enter and update client billing database information, including daily record of meals served, missed visits, holds, suspensions, terminations, client resumes, new clients, and other forms.
- Enter and update information daily into various databases including but not limited to MIFA Meals billing database and other related databases.
- Produce operational reports for distribution to Client Services, accounting, and meals staff.
- Collect daily MOW activity documents and maintain electronic and manual files
- Enter client information into database including Basic Client Information (BCIs), client assessments, Independent Living Assessments (ILAs), client units of services, nutrition screening, and counseling.
- Research client status activities and timely resolve those issues.

- Prepare reports and meet billing deadlines
- Address and solve client questions and issues

Billing and collections

- Assist accounting and Client Services staff members in preparing monthly billing statements for all MOW programs in accordance with MIFA, State of TN, and ACMS requirements.
- Maintain hard copy files of the support documentation for monthly billing statement
- Ensure timely data entry for billing of all meals accounts receivables
- Assist the accounting department in reconciling payments with accounts receivables
- Work with project team members from Client Services, accounting, and meals to address any discrepancies/missing payments in a timely manner
- Inform management in a timely manner of issues affecting billing
- Analyzing billing procedures and identifying opportunities for improvement.
- Review invoices to ensure billing accuracy
- Reconcile invoices with balance sheet reports and resolve discrepancies

Other responsibilities

- Ability to work as productive member of a workgroup.
- Possess good people and verbal communication skills
- Assist in training staff on various meals databases
- Serve as backup for other Data Specialists and accounts receivable personnel
- Ability to work with members of various departments including but not limited to IT, accounting, and meals.
- Promote, display professional conduct, and attitude that is conducive to teamwork and the meeting of organizational and departmental goals.
- Familiarity with MIFA policies and mission statement and relate them to daily work.
- Ability to prioritize tasks and maintain an organized work environment.
- Ability to welcome and respect people of diverse ages, races, and household compositions, as well as persons in crisis
- Ability to complete duties on schedule with little or no supervision
- Other duties as assigned to meet the goals of the department

Supervisory Responsibilities n/a

Starting Salary : \$18.50

To Apply: <https://www.mifa.org/jobopportunities>