

Billing Specialist

Department: Accounting & Billing

Location: Cleveland, OH

Please email your resume to HR@selmanco.com or if you have any inquiries about this job position available. Reference "Billing Specialist" in email when applying.

Selman & Company is a leading provider of administrative services related to life & health insurance and similar products with offices in Cleveland, OH, Baltimore, MD. & Keene NH.

Job Title: Billing Specialist- (Hybrid work schedule)

Purpose of Position: The purpose of this role is to deliver billing and related administrative services timely and accurately to carriers, agents, employers and policyholders. Provide services directly by maintaining a caseload. Meet service standards for processing volumes, speed and responsiveness in a fast-paced work environment. Support corporate initiatives.

General Functions

- Process bill payments and policy changes timely and accurately.
- Meet all SLAs for the caseload.
- Work in collaboration with colleagues to maintain service levels for all Premium Accounting clients.
- Support corporate initiatives including but not limited to system improvements, special projects and customized service support for new clients.
- Other responsibilities as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

- Experience using Excel
- Experience working with clients via phone and email
- Strong organizational skills
- Exceptional attention to detail
- Self-directed, thorough, and highly organized
- Communicates effectively both verbally and written
- Desire to work with a fast-paced team that must adapt quickly to ongoing change
- Maintains a positive approach while handling multiple projects and assignments
- Strives to continuously build knowledge and skills and shares information with others

Working conditions and/or physical requirements:

- Operate computer and keyboard; able to use phone; sit for long periods; communicate using speech, hearing and vision skills
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.

- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Operate computer and keyboard; able to use phone; sit for long periods; communicate using speech, hearing, and vision skills.

Selman & Company is proud to be an Equal Opportunity Employer. Applicants are selected without regard to race, ethnicity, creed, color, religion, sex, age, national origin or ancestry, disability, genetic information, veteran/military status, sexual orientation, gender identity, or other protected characteristic under federal, state or local law.

This job summary is intended to be brief and does not list all the duties for this position. Nothing in this job description should be construed as an express or implied contract of employment. Selman & Company is an at-will employer, which means that either party is free to terminate the employment relationship at any time, without any advanced notice, for any reason or no reason.