

Client Finance Coordinator

The Discovery House
TTD LLC Management Group • Reseda, California

Position Title: Client Finance Coordinator
Department: Billing Department
Reports To: Owner/HR Director

General Summary: The Client Finance Coordinator is responsible for handling collections and financial matters related to patients' responsibilities. This role involves managing inbound and outbound calls to assist current and past clients and their families.

Essential Job Functions:

1. Manage all billing/collections-related activities within the provided systems.
2. Data entry of all new collections, travel, and other related expenses to client accounts.
3. Prepare weekly/monthly reports for all collections activities.
4. Attend and actively participate in meetings as necessary.
5. Document and file clients' responsibilities, promissory notes, etc.
6. Handle incoming billing calls promptly and assist clients/families in resolving account issues.
7. Collaborate with the Administrative team to ensure effective collection efforts without disrupting client treatment.
8. Maintain proper financial records and obtain payments from clients and/or their families.
9. Uphold all TTD Management Group Policies and Procedures.
10. Maintain client/potential client confidentiality in accordance with TTD Policy.

Other Duties: Please note this job description may not cover all activities, duties, or responsibilities required for the job. Duties, responsibilities, and activities may change at any time with or without notice.

Knowledge, Skills, and Abilities:

- Knowledge, experience, and competence in adult treatment, adult co-morbid complications, and family systems theory.
- Proficiency in Microsoft products and network components.
- Strong communication and teaching skills.
- Effective writing, analytical, and problem-solving abilities.
- Excellent phone etiquette.
- Ability to operate standard office equipment.

Education and Experience:

- High School Diploma or Equivalent required.
- Clinical Credentials preferred but not required

- Minimum of three (3) years' experience in collections services.
- Knowledge of recovery-based programs, lectures, and 12-step programming helpful

Schedule:

8-hour shift Monday – Friday

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