

## **FIRE INFORMATION AND BILLING SYSTEMS SPECIALIST**

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### **DEFINITION**

Under general supervision, conducts a variety of complex and specialized reporting, billing, and trend analysis using varied information technology systems; functions as the liaison between the Fire Department, other City Departments, and outside governmental agencies; performs a variety of advanced support and technical tasks related to data management, information reporting, billing functions and financial reporting activities; provides administrative support to assigned supervisor; and performs other related duties as required.

### **DISTINGUISHING FEATURES**

This is a single position, advanced journey level paraprofessional class in the Fire Department. The incumbent is responsible for assisting with and performing data management, reporting and technical billing functions using multiple, specialized systems requiring advanced knowledge and experience and a high level of responsibility. Initially, work may be more closely supervised, but as knowledge, experience, and skill are gained, supervision becomes more general.

### **EXAMPLES OF DUTIES**

1. Plan, organize, coordinate and perform administrative and highly technical activities to support data management, reporting, and billing functions of the Fire Department and Emergency Medical Services (EMS) Program.
2. Work with multiple, specialized applications and information technology systems including mapping and billing systems to support the management, use and dissemination of information.
3. Gather, verify, reconcile and report on call response related data and information; conduct audits; identify data trends or concerns; and research discrepancies.
4. Provide information to facilitate, promote and maximize integration of data and statistics for use in management decisions to support the best course of action to accommodate best operational outcomes and most sound fiscal and budgetary policies and practices.
5. Assist in evaluating financial methods, procedures and costs pertaining to the EMS Program; review and prepare financial and statistical reports; may assist in budget preparation.
6. Create spreadsheets and reports to perform ad hoc analysis; research, gather, organize and provide data to support budget forecasting, and short and long range financial analysis and planning;
7. Assist with research, analysis, and response to various data and financial questions from stakeholders including area hospitals, Medicare, FEMA and other state and federal agencies requiring comprehensive knowledge of database systems and legal mandates.
8. Serve as a liaison and work with technology experts including software developers to implement and understand systems, tools, and reports, make recommendations for use and integration, and resolve software and technology system issues.
9. Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner and meets the needs of the Department.
10. Prepare and maintain secure, confidential data, information, and documents while adhering to rules governing confidentiality of medical information and privacy concerns.

### **EMPLOYMENT STANDARDS**

#### **Education/Experience**

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education: Graduation from high school supplemented by the equivalent of two years of college coursework or professional or specialized training and education in information systems, computer technology, business or public administration, or a related field.

Experience: Four years of progressively responsible administrative support experience, three years of which must have included technical data management, information reporting, and billing work involving computer database applications and information technology systems preferably for a Fire Department.

Knowledge

Knowledge of various software applications, Geographic Information System mapping and other relational databases, and technology systems associated with Fire and EMS operations and services; appropriate laws, rules and regulations, including Medicare and related billing requirements; information and data security and privacy concepts; principles and practices of Fire Department operations and reporting requirements; modern office equipment and designated specialized equipment including applicable computer software and operating programs.

Ability

Ability to effectively perform assigned specialized advanced level technical work; provide specialized technical information and reports; perform technical and statistical work with speed and accuracy; operate a variety of modern office equipment including calculators and computers; learn, maintain, and utilize designated computer software and operating systems including specialized mapping, billing and financial systems; work with technology experts to develop, integrate and maintain specialized software applications; interpret and apply established City policies and governmental guidelines and regulations; interpret and analyze information; prepare complex statistical and computerized reports; use initiative and exercise independent judgment; deal with complex and confidential information; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish, maintain and promote positive and effective working relationships with employees, other agencies and the public; demonstrate an enthusiastic, resourceful and effective customer service attitude.

Special Requirement

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirement

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.