AUBURN
Human Resources

Mgr, Hospital Financial Services

Job Description

JOB INFORMATION

Job Code	IB05
Job Description Title	Mgr, Hospital Financial Services
Pay Grade	FO09
Range Minimum	$54,190
33rd %	$66,840
Range Midpoint	$73,160
67th %	$79,480
Range Maximum	$92,130
Exemption Status	Exempt
Organizational use restricted to the following divisions	139 College of Veterinary Medicine
Approved Date:	9/29/2025 5:30:37 PM

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Business Administration

JOB SUMMARY

The Manager of Hospital Financial Services supports financial functions related to client billing, collections, and cash management of the Veterinary Teaching Hospitals (VTH) to include the Bailey Large Animal Teaching Hospital, the Vaughn Large Animal Teaching Hospital, and the Auburn Veterinary Services (in Gulf Shores) in the College of Veterinary Medicine.

RESPONSIBILITIES

- Manages core financial functions of the VTH, with a focus on client billing, collections, and cash flow management. Supervises and mentors billing auditors and financial assistants to ensure accuracy, efficiency, and compliance.
- Serves as a financial resource for Hospital Client Service Representatives, clinicians, supervisors, technicians, and students. Provides expert guidance on client account management, billing status updates, collection procedures, and financial policies.
- Acts as the primary VTH liaison to Auburn University Payment and Business Services, Care Credit, and external collection agencies. Manages contract negotiations to reduce expenses and address financial equipment needs. Handles sensitive financial matters, including returned checks, chargebacks, bankruptcy notifications, and client disputes with financial institutions.
- Prepares and presents detailed financial reports to the Associate Dean of Clinical Affairs, Hospital Administrator, Accounting Manager, and hospital supervisors. Analyzes data to identify trends and recommend improvements to financial processes and policies. Generates key reports including Accounts Receivable summaries, collection activity metrics, audit discrepancies, missed charges, and aging balances (0-30 days).
- Addresses escalated financial concerns directly with clients, ensuring professionalism and empathy. Maintains regular communication with Client Services Supervisors, Accounting Manager, and hospital leadership to coordinate financial resolutions.
- Performs and documents account adjustments related to research/teaching funds, pharmacy refunds, administrative errors, donor credits, rehabilitation packages, elective surgeries, and service-related issues.
- Oversees the preparation, evaluation, and distribution of monthly client statements for both internal and external stakeholders via mail and email.
- Manages accounts receivable for internal clients, including direct charges, RTD/research/teaching accounts, payroll deductions, gift accounts, theriogenology semen billing, and dairy/animal sales. Ensures accurate billing and payment processing within VetView.
- Conducts daily and monthly audits of accounts receivable to maintain financial integrity. Verifies and processes client refunds using the Unapplied Credits report, ensuring timely and accurate reconciliation.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	no specific discipline required. A degree in Accounting, Finance, Business, or related field is desired.	and	5 years of	experience in financial services, accounting, bookkeeping, or business operations. Experience in billing management, accounts receivable, and cash management is desired.	Or
Master's Degree	no specific discipline required. A degree in Accounting, Finance, Business, or related field is desired.	and	3 years of	experience in financial services, accounting, bookkeeping, or business operations. Experience in billing management, accounts receivable, and cash management is desired.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of financial compliance standards, including billing regulations and university/state/federal guidelines.	
Knowledge of accounting principles, including financial transaction processing and reconciliation.	
Knowledge of contract negotiation and vendor management.	
Knowledge of medical terminology in a clinical or veterinary context.	
Knowledge of and proficiency in financial software systems (e.g., VetView, Banner, and ERP platforms).	
Strong data analysis and reporting skills using tools like Excel and Tableau.	
Ability to manage specialized accounts, such as collections.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking				X		
Sitting					X	
Lifting		X				20 lbs
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.