

G-69958 Revenue Cycle Mgmt Assoc 4

Description:**Pay Rate:**

Location: Syracuse

Supervisor: Karyn Helmer

Unposting Date: 09-23-2025

About the Position:

Under general supervision, perform administrative and basic revenue cycle management duties. Provide escalation and process knowledge support to RCM L1 through L3 levels. Assist with specialized projects or duties involving a variety of situations, reporting and procedures. Creates interrelationships and takes actions consistent with objectives of the end to end process. These employees are regarded as subject matter experts and can provide training to other employees as required. In addition, perform work including, but not limited to, the following:

- Guide team in providing process and system knowledge as a first line of support.
- Handle escalated items for the team and solicit management assistance if needed.
- Research and resolve complex discrepancies and issues in a timely manner.
- Assist with the preparation of complex reports and provide as hoc reporting as assigned.
- Assist with the development and/or update of training material and procedures.
- Train and delegate work to other employees as required (includes classroom style training)
- Review work for quality and accuracy
- Assist on special projects as assigned

Skills:

- Ability to handle escalations and guide others.
- Excellent written and oral communication skills with external customers, vendors, outside agencies, regulators, lawyers and other employees
- Sound knowledge of internal customer, financial and operational systems.
- Excellent presentation and training skills
- Excellent math and financial analysis skills
- Ability to problem solve and reconcile complex financial transactions
- Ability to create and update excel of system files/reports utilizing formulas and summative data

Qualifications:

- 2 Years at RCM 2 or 3 levels within the last 5 years
AND
- 1 Year experience in the specific work group where the vacancy exists
AND
- AS Degree or 60 hours toward actively pursuing a BS/BA Degree* OR related experience
AND
- successful interview candidates

*Acceptable degrees include but not limited to Administrative, Management, Finance, Accounting, Education, Psychology, Engineering or related field.

Many of the terms and conditions of employment for this position are defined by the current L97 and/or L97C collective bargaining agreements (CBA's). Employees awarded positions are subject to and bound by the terms of these CBA's as well as other agreements (MOA's, MOU's, ...) between the Company and Union. If you have any questions please contact a L97, L97C Union Steward.

L97C bidding procedure:

All employees who are covered by the terms of the L97C CBA (Gold Book) are required, starting May 5, 2024, to submit job bids on or before the above close date **electronically through the Sodales job bidding system**. Employees must submit bids through Sodales for both Gold and Blue Book positions. The Company will not be accepting bids from L97C represented employees via email, fax or paper going forward. Information on accessing and using Sodales can be found on Gridhome, as well as this link sending you directly to Sodales.

Candidates will be considered based on their seniority and the information provided on your application. Candidates who choose to submit incomplete applications may be deemed unqualified or ineligible for the posted position.

L97 bidding procedure:

All employees who are covered by the terms of the L97 CBA (Blue Book) are required, to submit bids on or before the above close date electronically through Sodales job bidding system (**highly recommended**), emailing bids to RecruitingNY@nationalgrid.com or fax bids to (315)401-7890.

Bidders seeking to be considered have the responsibility to fully set forth your qualifications on the job vacancy bid form. Candidates will be considered based on their seniority and the information provided on, or attached to, the bid form. Candidates who choose to submit incomplete forms may be deemed unqualified or ineligible for the posted position.