

Quality Assurance and Billing Specialist

Job Title: Quality Assurance and Billing Specialist
Department: Compliance
Supervisor: Compliance Manager

Quality Assurance and Billing Specialists are responsible for reviewing each completed background report and ensuring proper report closure and billing prior to client delivery. Qualified candidates must have an eye for detail and be able to locate misspellings/grammatical errors. They must also maintain a full and complete understanding of federal and state reportability laws, and interpret client billing guidelines to safeguard against improper billing for each completed report.

Key Responsibilities:

- Familiarize yourself with all AccuSource product offerings
- Effectively communicate at all organizational levels
- Protect proprietary and confidential company information in accordance with internal security policies and procedures
- Process quality assurance for background check reports
- Process billing for reports
- Adapt to special assignments as requested by management
- Other duties as assigned

Qualifications/Requirements

- Minimum of 3 years of relevant employment screening and/or HR outsourcing experience
- Motivation necessary for achieving or surpassing objectives; passion for improving delivery of services with a commitment to continuous improvement
- Ability to work both independently and as a team player
- Self-starter/self-motivated; driven to exceed established goals
- Resilient -- handles stress and rejection without reaction
- Excellent written and verbal skills and equal strong listening skills
- Computer skills to include MS Excel, MS Word, MS Outlook and Internet
- Able to work in a fast-paced environment
- Able to meet company's benchmarks and productivity standards
- Extraordinary analytical and organizational capabilities