

POSITION DESCRIPTION

Department: Business Office Title: Revenue Cycle Operations Coordinator	
Date Created: 01/30/2026 Next Review Date: 01/30/2028	Reports to: Asst. Revenue Cycle Director Approved by: <u>AKZ</u> Brant Truman (Jan 30, 2026 15:06:18 PST) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

The Revenue Cycle Operations Coordinator will assist billing, collection and financial Counseling teams to set up and maintain best practice procedures to improve efficiency within each team and will report to the assistant Revenue Cycle Director. Responsible for motivating staff to achieve the highest levels to meet organizational goals for customer service, operational and financial performance.

DUTIES & RESPONSIBILITIES

- Provide guidance and direction to teams to achieve optimal area performance and staff productivity goals as part of the revenue cycle process
- Ensure staff carry out duties and responsibilities in an effective manner, which in turn promotes maximized reimbursement based upon services delivered
- Identify and implement solutions to problems and issues affecting teams
- Focus efforts of staff on proactive practices, which include coordinating with other departments as necessary to resolve issues
- Participate in the redesign of processes and procedures to improve service, data integrity, and staff productivity/quality to achieve departmental goals and process outcomes
- Reviews and tracks trends and make recommendations for problem and issue resolutions based upon staff findings, reports findings to leadership
- Assist with identifying training needs and coordinating to develop and conduct training programs, including on-the-job training
- Assist with establishing performance standards. Monitor and track staff activities against established performance standards and provide feedback to achieve performance improvement
- Maintains working knowledge of applicable Federal, State, and local laws and regulations
- Completes other duties as assigned by the assistant revenue cycle director

QUALIFICATIONS

- High School Diploma/GED required.
- Must possess a comprehensive knowledge of revenue cycle functions and systems, as normally obtained through an Bachelor's degree in Business or Healthcare Administration or a related field, or minimum of five (5) years of experience within the area of revenue cycle management, specifically experience with Account Billing, Follow-up, Charge Integrity, Insurance Verification

or other functions related to revenue cycle activities or an equivalent combination of education and experience.

- Ability to work on multiple projects during any given day and prioritize new projects as they may arise.
- Supervisory or team leader experience required.
- Strong written and verbal communication skills. Ability to communicate effectively and work with all levels of staff to expedite revenue cycle processes while supporting customer service.
- Effective critical thinking and problem-solving skills. Ability to analyze data and prepare related reports and summaries.
- Strong organizational skills supervising direct reporting relationships.
- Proficiency in Microsoft Office, including Outlook, Word, PowerPoint, and Excel
- Experience working with CPSI EHR and RCM EDI



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, with employees that are accountable for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees at all levels and across all disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships – patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the “top of one’s license”
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our community, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person – not just

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open -minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Will encourage transparency – encourage constructive identification of problems and will take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of the work we perform, operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify just culture, focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Business Office

Job Title: Revenue Cycle Operations Coordinator

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☒	☐	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☒	☐	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☐	☐	Bending/Stooping/Crouching
☒	☐	☐	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☐ Bright

☐ Heat/Cold

☐ Dim

☒ Noise

☐ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☐ Hazardous substances

☐ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: Revenue Cycle Operations Coord. Jan 2026

Final Audit Report

2026-01-30

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