



# Johnson & Johnson

*The Experience of the Past with a Vision for the Future*

## JOB DESCRIPTION OUTLINE

JOB TITLE: CSR Billing Specialist

STATUS:

DEPARTMENT #: 03

DATE: 3/31/2009

DEPARTMENT: Accounting

REVISION NO:

REPORTS TO: Supervisor, Controller, CFO

REVISION DATE: First Draft

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### POSITION SUMMARY:

Assist in daily processes leading to satisfied customers and accurate daily financial postings

### JOB DUTIES & RESPONSIBILITIES

% OF TIME

- |  |     |
|--|-----|
| 1. Enter policy data verifying information and assuring accuracy of information. Answer customer service calls in a timely manner, as well as, being friendly, courteous, and respectful. Answer emails within 24 business hours, regardless of internal or external customer. Research and resolve customer billing issues, policy issues and payment issues. | 70% |
| 2. Effectively communicate with owners, department directors and staff.  | 10% |
| 3. Supports department and company in all functions necessary for month end close.   | 10% |
| 4. Perform other duties as directed.   | 10% |

### JOB REQUIREMENTS:

EDUCATION:

*High School diploma or equivalent.*

EXPERIENCE:

*One to three years of work experience in customer service area.*

**KSAs:**

1. Ability to organize and present information in a neat and effective manner.
2. Ability to manage multiple tasks, while keeping focused on the details.
3. Ability to exercise good judgment.
4. Ability to grasp new tasks/software/equipment quickly, efficiently and accurately.
5. Detail oriented.
6. Positive demeanor and a willingness to learn.
7. Typing of 35 wpm,
8. General knowledge of Microsoft office, including word, outlook and excel.
9. General computer knowledge, as well as working in an office environment.
10. Ability to answer phones, including conference calls, possible multiple lines.
11. Ability to use a 10-key calculator by touch.
12. Ability to be self directed and goal oriented.

**SUPERVISORY RESPONSIBILITIES:**

*None*

**EQUIPMENT TO BE USED:** *Standard office machinery. Companywide software: Microsoft Outlook, Excel and Word, Imageright, FACsys, Shoretel Phone system and Internet. Department specific software: AS400 and QuickBooks.*

**TYPICAL PHYSICAL DEMANDS:**

*Requires prolonged sitting. May require lifting up to 25 pounds.*

**TYPICAL MENTAL DEMANDS:**

*Must be able to multitask, analyze complex information, and balance items quickly and accurately.*

**WORKING CONDITIONS:**

*Works in a typical office setting. Work schedule may vary depending on workload and requirement to meet deadlines.*

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Supervisor's Approval & Signature:

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Date: \_\_\_\_\_