

Tennessee Department of Finance & Administration – Executive Director of Billing
(F&A Program Director 1 - \$5,009 - \$9,014)

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The Division of Billing Services (BS) within the Department of Finance and Administration is responsible for the day-to-day billing for the following departments: Finance and Administration, General Services, Human Resources and the Secretary of State. BS staff administers multiple billing types and are responsible for statewide coverage.

Billing Services maintains over 100,000 active phone lines and 32,000 remedy records for Finance and Administration. Billing Services processes bill's for 50 state agencies and 55 offline accounts, creating 721 MU Journals totaling over \$201 Million for FY2015. Billing Services processes payments to 63 different vendors with payments of 3,081 invoices and cd's totaling approximately \$66 Million

At the direction of the Assistant Commissioner the Director of Billing Services:

- Prioritizes organizational needs;
- Collaborates with senior level staff in internal and external stakeholder organizations to effectively audit and bill services;
- Represents BS and speaks in public settings regarding billing matters;
- Collaborates with key staff in the Divisions of Strategic Technology Solutions, Finance and Administration's Fiscal Office, and the Central Procurement Office.
- Solves complex problems associated with billing; and
- Researches and implements process changes to improve billing efficiency and customer service.

Primary Responsibilities:

1. Directs the operations for the division of Billing Services;
2. Develops audit and billing computer software that safeguards the State's financial assets;
3. Provides consultation and advice to others concerning billing issues;
4. Responsible for developing a system of monitoring and controlling resources;
5. Responsible for interpreting the meaning of information to others and analyzing data;
6. Responsible for evaluating information to determine compliance with standards;
7. Responsible for establishing and Maintaining interpersonal relations with internal and external customers and stakeholders;
8. Responsible for guiding, directing, and motivating a BS staff of eight;
9. Responsible for developing and building teams;
10. Responsible for training and teaching others;
11. Responsible for organizing, planning and prioritizing work for Billing Services;
12. Responsible for scheduling work and activities for Billing Services;
13. Responsible for developing reports for internal and external users;
14. Responsible for documenting/recording information;
15. Responsible for staffing organizational units;

Formal Education and Experience

Graduation from an accredited college or university with a bachelor's degree and five years of experience in any one or a combination of the following: Accounting, Auditing, and/or billing including at least two years of supervisory or managerial work.

Experience in one of the following areas may substitute for required education on a year-for-year- basis to a maximum of four years: Accounting, Auditing, and/or billing.

Competencies:

1. Integrity and Trust
2. Functional/Technical Competency
3. Organizing
4. Planning
5. Process Management
6. Time Management
7. Written Communications
8. Problem
9. Comfort Around Higher Management
10. Presentation Skills

Knowledge, Skills & Abilities:

1. Deductive Reasoning
2. Flexibility of Closure
3. Inductive Reasoning
4. Information Ordering
5. Mathematical Reasoning
6. Number Facility
7. Oral Comprehension and Expression
8. Originality
9. Perceptual Speed
10. Problem Sensitivity
11. Selective Attention
12. Time Sharing
13. Written Comprehension
14. Written Expression

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