



# Veterinary Specialists of Sydney Pty Ltd

Phone: 02 8376 8767

Email: HR@vsos.com.au

ABN: 16 628 288 595

## Charge Nurse

Veterinary Specialists of Sydney (VSOS) is hiring a full-time or part-time Charge Nurse to join our brand-new purpose-built specialist and emergency hospital in the south of Sydney. At VSOS everything we do is based upon the belief in our team. This belief centres on treating our staff, clients and referring veterinarians as part of our VSOS family and strive to deliver the best outcomes every single time. If your wish is to join a family-like culture, then please reach out to us.

To be successful as a Charge Nurse you will ensure that all charges are captured in an appropriate manner by auditing records for accuracy and verifying any charges align with the patient's treatment records. You work with hospital clinical staff to rectify recurring charge capture issues and educate regarding charge capture protocols. The position has primary responsibility for coordinating and maintaining accurate invoicing, providing clients with billing updates and collections/organising of accounts receivable.

Ultimately, the Charge Nurse has primary responsibility for charge capture and other billing related activities across the hospital.

### About us:

You will be based in our state-of-the-art 24hr emergency and specialist hospital which has a brand new 1.5T MRI, 64 slice CT, fluoroscopy, endoscopy, digital radiology and ultrasound just to name a few. At the Advanced Treatment Centre (ATC) we are passionate about providing high-quality, cutting-edge care and pride ourselves at being innovative and leaders in our profession.

The ideal candidate will have an open mind, be adaptable, willing to learn, be a team-player and have excellent communication skills. We love to work as a team and bounce ideas off one-another; sharing of knowledge, technique and experience with each other is vital.

### Duties:

- Captures and reviews charges from ezyVet, Cubex and Smartflow to ensure accuracy
- Reconciles patient records / charts with invoices, monitors charges, ensures accuracy and timely collections
- Checks open/pending invoices of hospitalised patients and updates with daily treatments, medications, etc
- Reconciles daily balances and communicates with clients, clinical staff, and other accounts personnel
- Contacts clients to communicate invoice information, provide financial updates and collect/arrange payments
- Reports bad debt issues, incorrect direct-debit, collections, etc. to clinical staff and accounts personnel
- Serves as billing contact for all clinical staff and other accounts personnel
- Addresses any concerns regarding treatment billing with the clinical staff to ensure accuracy and consistency.

### About you:

- Work experience in a similar position and/or industry
- Looking for an opportunity within a fast paced and growing organisation
- Experienced with ezyVet client relationship management system or similar CRM software essential
- Experience with Smartflow, cubex and excel software ideal
- Be proficient in all aspects of patient charges and invoice reconciliation
- Excellent communication and people skills
- An ability to work under pressure and meet deadlines
- Always maintain professional and courteous relationships with all team members
- A natural flexibility and enthusiasm, with a positive attitude
- A strong problem-solving approach
- A can-do attitude and person who is prepared to help.



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## Remuneration and Benefits:

- Above standard salary package depending on experience
- High-end facilities
- State of the art equipment
- Flexible hours
- Work in one of the premier multi-disciplinary Veterinary Specialist hospitals in Sydney
- Close to public transport and all Amenities
- Supportive and dynamic team environment

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**Video tour:** <https://www.youtube.com/watch?v=A7MzHOrla8Q>

**Photo link:** <https://www.vsos.com.au/advanced-treatment-centre-now-open/>

