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Job Posting

Billing Coordinator

Organization Overview

The mission of Family Tree is to partner with all people to prevent and overcome the interconnected issues of child abuse, domestic violence and homelessness to promote safety, healing and stability across generations.

As a long standing non-profit human services agency, we are committed to empowering change and transforming the lives of vulnerable populations in our community. We aim to recruit and retain high-quality and diverse team members who share in our commitment and vision to empower people and transform our community through innovative and integrated services. We are also committed to investing in our team i.e., strive to pay a fair wages, offer competitive benefits, provide generous sick and vacation time, offer staff development along with believing each employee's unique qualities and experiences are the core of the organization.

Family Tree strives to value and uplift diverse and marginalized voices, to recognize and address the ways in which oppression impacts the communities with which we work, and to promote inclusion and equity.

Job Summary and Responsibilities

This position reports to the Program Director at the Family Tree Parenting Time Program. The Parenting Time Program provides supervised visits and safe exchanges to parents who require supervision for the time they spend with their children. The Billing Coordinator is responsible for invoicing clients for parenting-time sessions and ensuring payments are made. This position is also responsible for answering client's questions about billing and their accounts.

Example Activities

- Invoice clients for upcoming parenting time sessions.
- Invoice County programs monthly.
- Check payments and enter them into Quickbooks.
- Cancel visits or safe exchanges that are not paid.
- Respond to client questions and needs regarding billing and payments.
- Communicate daily with other staff members on the status of client accounts.
- Return phone calls and emails.
- Provide communication with other professionals involved with clients as requested.

Required Skills

- Ability to work from a strengths-based, client-centered, and inclusive approach
- Ability to build relationships with under-resourced, at-risk families, community, and the team.
- Ability to think critically and make difficult decisions.
- Ability to learn quickly, attend to details, and adapt well to change.
- Knowledge of basic bookkeeping.
- Able to meet deadlines, provide exceptional customer service and work independently with confidential material.
- Attention to detail with the ability to multi-task and prioritize in a high-volume, fast-paced, energetic work environment.
- This position requires excellent communication skills as well as skills in de-escalation techniques and customer service.

EMPOWERING CHANGE. TRANSFORMING LIVES.

- Strong computer skills; Word, Outlook and Salesforce or other web-based database system.

Preferred Education and Experience

- Lived experience and/or professional experience working with vulnerable populations preferred.
- Experience in accounts receivable and Quickbooks required.
- Must be proficient in Excel, Microsoft Word, and Windows operating systems.
- Not-for-profit experience beneficial.
- English/Spanish bilingual skills preferred (with increased pay differential if fluent)

Job Details

Location: 1777 S. Kipling Street, Lakewood, 80215

Program: Parenting Time

Full/Part time Status: Part-time-20 hours a week

Hourly Pay Rate: \$22.10-\$26.52

The base salary range represents the low and high end of Family Tree's hiring range for this position. Actual salaries will vary depending on factors including but not limited to range of experience, years of experience. The range listed is just one component of Family Tree's total compensation package for employees.

Benefits: Medical, dental, vision, supplemental insurance, retirement plan and retirement plan match, employer paid long-term disability, EAP, wellness program, paid sick and vacation time

Travel Requirements: Minimal travel around the Denver Metro area to attend off-site meetings.

Schedule: Flexible working 2-3 days a week Monday-Friday which includes evening hours up to 6:30 PM.

Working Conditions: This is a blended/hybrid remote/virtual and in-office work arrangement.

Equal Opportunities and Accommodations

Family Tree is committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neuro-diversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Family Tree is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact Human Resources at 303-403.5884, or by email at dberridge@thefamilytree.org

Fair Chance Hiring

We value diverse experiences, including those who have had prior contact with the criminal legal system. We are committed to providing individuals with criminal records a fair chance at employment.

For more information about Family Tree and other open positions please go to www.thefamilytree.org/careers.

To apply for this position or other positions please send your resume to hrjobs@thefamilytree.org