



Billing Specialist

Department	Finance		
Supervisor	Billing Manager	Status	Non-Exempt
Revised	July 2026	Location	Spokane, WA

Family Impact Network supports public and private efforts to transition under-resourced children and families from crisis to stability. With a focus on outcomes and quality services, FIN is partnering with the Department of Children, Youth and Families and service providers to serve as the Network Administrator in twenty counties in Eastern and Central Washington. Through this work, FIN provides resources and services to vulnerable children and families to address safety, prevention, permanency and stability, and overall well-being.

Our diverse team brings together a unique range of talents and perspectives. Whether it's leadership, policy, funding, or community advocacy, we do this work because we are passionate about our communities and helping families. We serve a diverse community and encourage applications from qualified individuals who reflect the families served. At Family Impact Network, we believe in the strength that diversity brings to our organization and are committed to fostering an inclusive environment where every individual's unique background and perspective are not only welcomed but celebrated. As we continue to grow, we are actively seeking talented professionals from all walks of life to join our team. We invite individuals of all backgrounds, ethnicities, genders, abilities, and perspectives to apply. Our goal is to build a team that thrives on the unique contributions of each member.

At the core of our organization lies not just our commitment to excellence, but also to the well-being of our employees. We proudly offer a remote/hybrid work model that empowers our team to thrive in their professional roles while accommodating their personal needs.

Complementing our flexible work model, we also offer very generous medical, vision, and dental coverage to our employees and their families at minimal out of pocket cost to the employee. Ensuring health and wellness are always prioritized and putting great value on work-life balance, our generous earned paid time off (PTO) and Wellness hours allow our employees time to recharge and take the time needed for time away from work.

Planning for the future is also essential, which is why we offer fully paid employee group term life insurance benefits as well, safeguarding the future of our employees and their loved ones. Our 401 (k) matching program is top of the line at 6%. We feel assisting our employees in securing their financial stability down the road will not only benefit them personally but also contribute to their overall well-being and success both within and outside the workplace.

The Billing Specialist is responsible for assisting with executing the billing operations for a network of service providers within the child welfare sector. This position is responsible for compiling monthly invoices to DCYF, assisting in the development, implementation and documentation of policies and

procedures, providing timely and accurate billing of services, and providing exceptional levels of customer service to internal and external customers.

ESSENTIAL JOB FUNCTIONS

- Audit provider billing;
- Provide timely delivery of billing and payment processing;
- Reconcile and post payments to invoices, as needed;
- Follow up with external stakeholders on unpaid invoices, as necessary;
- Assist in developing, implementing and documenting policies and procedures;
- Provide customer service to internal and external customers;
- Assist in the quality assurance processes;
- Assist with the implementation of new billing systems as additional services are launched;
- Coordinate with Billing Manager to ensure that individual and team needs and goals are addressed and steps are created to meet those needs and goals;
- Work with internal stakeholders to coordinate on team processes and contribute to increased quality of service delivery.

QUALIFICATIONS

- Associate's degree preferred; and
- Two to five years' experience providing billing services.

REQUIRED SKILLS

- High level of external customer service;
- Ability to work successfully both independently and as part of a team.
- Strong problem-solving experience.
- Hands on experience in operating accounting and spreadsheet software.
- Strong attention to detail and accuracy.
- Proficiency in Microsoft.
- Good Data Entry skills.

SALARY RANGE: \$52,500 – 55,500 (DOE)

ESSENTIAL PHYSICAL SKILLS

This position requires frequent sitting, standing and occasional walking; occasionally required to lift objects weighing up to 10 pounds and must infrequently lift more than 20 pounds or carry objects with both hands and arms. This position requires the manual dexterity sufficient to operate phones, computers, and other office equipment. This person must speak clearly using the English language to accurately convey information and be able to hear at normal speaking levels both in person and over the telephone. The employee must be able to receive and understand written and oral communication and give written and oral instructions.

ENVIRONMENTAL CONDITIONS

Works in an office environment, as well as remotely, with occasional visits to external environments that require driving to and from various locations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All FIN employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

To apply for this position, please send your resume and cover letter to Kellie Miner, HR Generalist at kellie@familyimpactnetwork.org