

CAREERS @



RUTHIE LEAVY
BILLING SPECIALIST

What does a career in Billing look like in the Y? What sort of things do you work on day-to-day?

Providing assistance to those who have balances due for programs, childcare or bad debt payments. I also handle entering programs to be billed for.

What do you enjoy about working in Billing?

I love making connections with members, making members feel at ease by offering payment arrangements if needed.

How did you become qualified to work in Billing?

I was offered my position because of how I was effective in problem solving when members had payment concerns.

CAREERS @



How do I become an Billing professional?

Attending College! In my case it was all as to how I carried myself and how I interacted with members.

What will make me more marketable to employers?

Problem solving skills! Being able to resolve matters where both parties are handled with respect of policies and integrity.

What characteristics should someone possess to find success in Billing?

Making sure payment options can be made available because situations will arise. So making sure a persons dignity remains in tact.

What can I do now to prepare myself for a career in Billing?

- Being compassionate.
- Good with math.
- Thinking how you would want to be treated if you need to assistance when paying an outstanding balance.