King County

ADMINISTRATIVE SPECIALIST II
PUBLIC HEALTH – SEATTLE & KING COUNTY
PREVENTION DIVISION/WOMEN'S HEALTH UNIT
Hourly Rate Range $16.42 - $20.81
Job Announcement: 06MH5840
OPEN: 2/6/06 CLOSE: 2/15/06

WHO MAY APPLY: This career service position is open to all qualified candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 600, Seattle, WA 98104 or fax to (206) 205-5430.** Applications materials must be received by 5:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Judy Grant at (206) 205-5809 or Heather Fluegel at (206) 296-4802 for further inquiries. ***PLEASE NOTE:*** Applications not received at the location specified above may not be processed**.** Applications may be faxed to 206-205-5430.

FORMS AND MATERIALS REQUIRED: A King County application form and data sheet, Supplemental Questionnaire, resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required. All materials will be used to screen and evaluate your writing and communication skills. Applications will be screened out if all required materials are not submitted.

WORK LOCATION: Wells Fargo Center, 999 3rd Avenue, #500, Seattle

WORK SCHEDULE: This full time position is overtime eligible. It works a 40 hour work week; Monday through Friday; some rotating evenings and weekends.

POSITION PURPOSE: This position is responsible for providing administrative support in the Women's Health Unit which includes responsibility for the medical record file system and performs data entry for the Washington State Breast & Cervical Health Program (WBCHP) using the existing WBCHP Data Management System (a Paradox-based software system)**.** WBCHP provides breast and cervical cancer screening, diagnosis and access to treatment with emphasis on women over age 40 with limited income and no health insurance. Priority populations include women of color, lesbians, women living in rural communities and women aged 50 and older. This position is part of an administrative staff team and reports to the Administrative Specialist IV.

WBCHP is a complex program with exacting requirements for quality assurance, client services and reimbursement mechanisms set by the primary funding source: the Centers for Disease Control and Prevention (CDC). This position works under general direction of the Administrative Specialist IV to provide staff support for the Women's Health Unit.

PRIMARY JOB FUNCTIONS INCLUDE:

- Maintain WBCHP client file system of approximately 23,000 medical records, in addition to 2,500 new clients per year.

- Create new patient files for approximately 5,000 women served per year using the TAB medical record system software and printer.
- File patient forms for approximately 5,000 women per year in an accurate and timely fashion.
- Maintain confidential client information in patient and clinic files.
- Handle archival of patient files under the guidance of the Administrative Specialist III (Admin Spec III).
- Support program staff by composing correspondence, updating spreadsheets, opening mail, assisting with invoicing, ordering supplies, photocopying, organize, assemble and mail educational materials and forms, purchasing, coordinating phone or equipment changes, and administrative duties as assigned.
- Data entry of WBCHP forms using the Data Management System (DMS) software and consulting with internal and external Women's Health Unit customers to solve problems and discrepancies on forms. Estimated 5,000 clients per year screened at 2 forms per client. Forms are received from WBCHP Contractors (providers/ clinics) which includes 50 agencies at 65 different sites contracted for the breast and cervical health program. This includes complex follow up and problem solving, i.e., researching situations in which clients were billed or sent to collections. Specialized terminology and codes are used to accurately enter data for reports and billing. The WBCHP Program contracts with providers in a 4 county region (King, Jefferson, Kitsap and Clallam).
- Review forms received by mail and fax to prepare for entry and problem solve complex data and missing information, i.e., contact WBCHP contractor regarding type of visit, service provided, income eligibility, insurance coverage, billing/payment policies, CPT codes, etc.
- Participate in team meetings and help implement program procedures, adjustments and changes regarding this program to WBCHP contractors (providers/ clinics/ community partners).
- Communicate medical information for referrals to Women's Health Unit Team, WBCHP contractors and community partners.
- Assist and coordinate with orientation and training to current and new subcontractors in the 4 county region and act as registrar for various trainings and conferences, take minutes at various clinics and locations including meetings.
- Attend professional educational, State and King County trainings to enhance professional development.
- Work with Admin Spec III, other Administrative Specialist II staff, WBCHP Nurse/Case Manager within our unit to gather any missing data and resolve any problems with the data system.
- Revise or modify written procedures and policies in collaboration with Women's Health Team related to WBCHP Program and write desk procedures that relate to this position.
- Complement/ work with other Administrative Specialist II staff in full range of duties, cross train for other positions as needed and train others on duties performed by this position.

QUALIFICATIONS:

- Alphanumeric filing skills, basic math skills, and the ability to enter data with at least 90% accuracy and a minimum of 3000 keystrokes per hour. **Applicants will be tested in these skills.**
- Skilled in word processing, spreadsheets, MS Word, Excel, Access, and Outlook to complete assigned tasks. **Applicants will be tested in these skills.**
- Skilled in the use of multi-line telephone systems as well as other office equipment including TDD machines, fax machines, copiers, label makers, and printers.

- Ability to gain functional knowledge of medical terminology.
- Skilled at working as part of a team and independently to initiate tasks and suggest improved systems.
- Ability to learn, interpret and apply complex policies and procedures.
- Skilled at adapting to changes in workload demands.
- Skilled in providing training.
- Ability to prioritize and complete multiple tasks simultaneously.
- Ability to work with a diverse population of clients and co-workers on the phone and in person and handle difficult interpersonal relationships or situations with discretion and diplomacy.
- Skilled in excellent follow through of tasks and strong organizational skills.
- Skilled in trouble-shooting as the grant award is dependent upon the reporting of accurate information.
- Ability to move up to 25 pounds from one location to another and the ability to repeatedly sit and stand throughout the day.

DESIRABLE QUALIFICATIONS:

- Two or more years of responsible administrative support work experience.
- Experience working with the health care industry, experience with a diverse population and experience with a social service organization.
- Knowledge of Public Health and King County procedures and policies.
- Knowledge of and experience working with data entry and medical billing systems (software).

NECESSARY SPECIAL REQUIREMENTS:

- The selected candidate will be required to pass a thorough background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law
- Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time.

UNION MEMBERSHIP: International Federation of Professional & Technical Engineers, Local 17, AFL-CIO

CLASS CODE: 8387 **SEQUENCE NUMBER: 80-8387-2192**

Name (please print) _____ Date _____

SUPPLEMENTAL QUESTIONNAIRE
ADMINISTRATIVE SPECIALIST II
Job Announcement: 06MH5840

Please include this Supplemental Questionnaire along with the King County application form, data sheet, resume and letter of interest. Incomplete application materials will not be considered.

Please limit your response to ¼ page for each question.

1. Describe your experience with databases? Have you used Paradox? If not, what is your comfort level in learning how to use a new program?

2. Give an example of a team you've been on and the behaviors you think you performed that improved the functioning of the team.

3. Describe your work experience of providing customer service in person and on the phone.

4. Describe your experience in a clinic office, including medical records, filing and medical billing.