

POSITION DESCRIPTION

TITLE: Healthcare Administrative Associate (Part-time)
COMPANY: Research & Marketing Strategies (RMS)
LOCATION: 15 East Genesee St Ste 210 Baldwinsville, NY 13027
DIVISION: Healthcare Division
REPORTS TO: Manager, Survey Operations

SUMMARY OF PRIMARY RESPONSIBILITIES

This position is responsible for providing general administrative and clerical support related to CAHPS Survey Operations. The position requires that the individual be fully competent with general administrative processes. This position may be eligible for our hybrid work model, allowing some remote work as well as in office work days. The specific work will involve preparation of mailings, managing data entry, into our internal survey software program, proficiency in Microsoft® Excel, and utilizing various pieces of office equipment, as well as conducting various quality audits. This position requires collaboration with other members of the organization to address existing client needs, as well as new client demands. The position also requires that the individual be fully competent with CAHPS survey processes, ensuring full compliance with governmental prescribed protocol. Position also serves in a collaborative manner as back-up to other departments as project demands dictate additional resources.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Processes mailings, including printing, collating, folding, stamping (using internal electronic stamp machine), delivering prepared mail to post office, and picking mail up at post office, ensuring adherence to quality standards and established protocol.
2. Responsible for all incoming mail functions including, date stamping and logging incoming mail; research undeliverable mail; updates name and address databases as necessary with correct information, etc.
3. Proactively monitors and rigorously adheres to all project planning calendars based upon established protocols and procedures.
4. Quickly and accurately completes data entry using RMS's survey software program.
5. Monitors and requests office supplies for the department, ensuring appropriate amounts of inventory needed based upon operational needs. Monitors postage machine balance and business reply mail balance requesting funding when needed.
6. Responsible for conducting various quality audits and documenting results. This includes audits conducted internally at RMS and those with the subcontractor (offsite).
7. Assists with various assigned administrative, filing and data base entry tasks associated with project work. Updates and maintains various department logs.
8. Rigorously adheres to calendar for CAHPS survey administration processes, paying particular attention to deliverables and specified timeframe deadlines.

9. Participates in all internal meetings, required trainings and CMS on-site visits for all CAHPS product lines of - business.
10. Performs other duties as requested.

MINIMUM POSITION REQUIREMENTS

- ❖ Associates degree preferred, or equivalent work experience.
- ❖ Minimum of two years experience in an administrative capacity required.
- ❖ High level of attention to detail required.
- ❖ Requires excellent troubleshooting and decision-making skills, self-motivation and the use of sound judgment and discretion.
- ❖ Effective oral and written communication skills.
- ❖ Strong working knowledge of Microsoft® Office (Word, Excel, Power Point). Fundamental knowledge Access.
- ❖ Ability to work independently and follow through on own initiative is essential.
- ❖ Ability to manage multiple priorities, with frequent time constraints required.
- ❖ Demonstrated ability to meet and exceed deadlines.
- ❖ Excellent interpersonal skills and ability to work with diverse groups of people, required.
- ❖ Independent travel to and from sub-contractor site for various CAHPS mailing audits.

PHYSICAL REQUIREMENTS

Physical	5% *
Ambulatory	5%
Sedentary	95%
Computer Work	75%
Travel	minimal currently

*This position requires the ability to lift and mail crates (containing mail) up to 30 pounds

This position requires access to patient Protected Health Information (PHI) and will also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Intentional or inadvertent disclosure of PHI or ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy and/or Security Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities and venues for the employee to remain abreast of HIPAA requirements.

To apply, please submit a resume, salary history and cover letter to the following:

Jennifer Rafferty

Research & Marketing Strategies, Inc.

15 East Genesee Street, Suite 210

Baldwinsville, New York 13027

Or via e-mail to: JenniferR@RMSresults.com