

POSITION DESCRIPTION

TITLE:	Healthcare Administrative Associate
COMPANY:	Research & Marketing Strategies (RMS)
DIVISION:	Healthcare Division
REPORTS TO:	Manager, Survey Operations
ORIGINATION DATE:	April 2025
LOCATION:	Baldwinsville, New York
SALARY:	\$18 - \$19.50/hour

SUMMARY OF PRIMARY RESPONSIBILITIES

We are looking for a highly organized and proactive team member to support our healthcare operations day-to-day operations. The individual in this position is responsible for providing general administrative and clerical support related to CAHPS¹ Survey Operations. The position requires that the individual be fully competent with general administrative processes and knowledge working with the suite of software programs included with Microsoft Office 365. The specific work will involve preparation of mailings, managing data entry into our internal survey software program, strong proficiency in Microsoft[®] Excel and Microsoft[®] Word, utilizing various pieces of office equipment, as well as conducting and documenting the outcomes from 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 the CAHPS survey processes for those product lines for which RMS is approved. Position also serves in a collaborative manner as back-up to other departments as project demands dictate additional resources. The person in this position must demonstrate excellent communication skills, attention to detail, and the ability to multitask in a fast-paced environment.

KEY DUTIES AND RESPONSIBILITIES

1. Provide general administrative and clerical support including answering phone calls, emails, and inquiries in a professional and timely manner.
2. Processes mailings, including mail merge, printing, collating, folding, stamping (using internal electronic stamp machine), delivering prepared mail to post office, picking mail up at post office and ensuring adherence to quality standards and established protocol.
3. Responsible for all incoming mail functions including date stamping and logging incoming mail; researching undeliverable mail; and updating name and address databases as necessary with correct information, etc.
4. Proactively monitors and rigorously adheres to all project planning calendars based upon established protocols and procedures.
5. Efficiently and accurately completes data entry using RMS's survey software program, Snap XMP.

¹ Consumer Assessment of Healthcare Provider Survey (CAHPS)

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6. Monitors and requests office supplies for the department while ensuring appropriate amounts of inventory needed based upon operational needs. Monitors postage machine balance and business reply mail balance requesting funding when needed.
7. Responsible for conducting various quality audits and documenting results. This includes audits conducted internally at RMS and those with the mail house subcontractor (offsite).
8. Politely interacts with RMS CAHPS clients and prospects as requested, assisting with helping connect these individuals to the proper RMS support person.
9. Assists with various assigned administrative functions, filing and database entry tasks associated with project work. Updates and maintains various department logs.
10. Rigorously adheres to calendar for CAHPS survey administration processes, paying particular attention to deliverables and specified timeframe deadlines.
11. Participates in all internal meetings, required annual training, and CMS site visits for all CAHPS product lines of business.
12. Responsible for working with Manager of Survey Operations and Patient Survey Operations Quality Specialist in scheduling client kickoff calls and managing all key deliverables for such meetings.
13. Responsible for working with Vice President, Healthcare Operations and Consulting to ensure all new clients have a secured Business Associate Agreement prior to commencement of surveying.
14. Maintains strict adherence to Corporate Code of Conduct, Confidentiality and HIPAA compliance policies and supports the mission and values of Research & Marketing Strategies, Inc. (RMS)
15. Supports team members with project-based work and other duties as assigned.

MINIMUM POSITION REQUIREMENTS

- ❖ Associate degree preferred, or equivalent work experience.
- ❖ A minimum of two years proven experience in an administrative capacity, health care knowledge preferred.
- ❖ High level of attention to detail required.
- ❖ Requires excellent troubleshooting and decision-making skills, self-motivation and the use of sound judgment and discretion, particularly with confidential data.
- ❖ Strong and 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.
- ❖ Bi-lingual competency in Spanish as a second language would be of benefit but not required.

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- ❖ Excellent interpersonal skills and ability to work with diverse groups of people.
- ❖ 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:

Doug Sweet

Research & Marketing Strategies, Inc.

15 East Genesee Street, Suite 210

Baldwinsville, New York 13027

Or via e-mail to: Info@rmsresults.com