

Certification Maintenance Specialist I

NCCPA History and Mission

Established as a not-for-profit organization in 1975, the National Commission on Certification of Physician Assistants (NCCPA) has certified over 131,000 physician assistants (PA) in the United States as of December of 2018. As the only certifying agency for PAs in the U.S., NCCPA (www.nccpa.net) is dedicated to serving the interest of the public by providing certification and recertification programs that provide confidence in certified PAs who provide millions of patients with access to affordable, high quality care. As the physician assistant profession continues to grow, so does our need to add to our highly qualified dedicated team at NCCPA. We are now seeking for a talented Certification Maintenance Specialist I to join our team.

Summary/Objective

The *Certification Maintenance Specialist I* is responsible for processing certification maintenance, credentialing, and continued medical education (CME) audit materials according to established standards. This position reports into the Director, Certification Maintenance & Information Services and supports NCCPA's credentialing and certification maintenance goals.

Essential Functions

- Performs all aspects of the credentialing, continued medical education (CME) audits, and conference logging processes.
- Maintains contact with state licensing boards regarding credentialing and the State Board Portal.
- Responds to CME related questions from external and internal customers via phone, email, and written correspondence.
- Performs CME audits according to established standards.
- Assists Physician Assistants with the process of regaining certification.
- Assists conference providers with conference logging instructions via email and phone.
- Manages conference provider database.
- Performs data entry and clerical support as needed by the department.
- Aids the customer support team by answering phone calls from Physician Assistants.
- Actively participates in process improvement projects as assigned.
- Supports other team members as needed.

Competencies

- Communication
- Interpersonal Skills

- Job Knowledge
- Listening Skills
- Decision Making/Judgment

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate with colleagues and operate standard office equipment.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m.

Required Education and Experience

- Associates Degree or higher, preferably in business or healthcare.
- Two or more years of experience as an administrative assistant or similar clerical role.
- Excellent organizational skills with a strong attention to prioritization and detail.
- Ability to read and interpret organizational policies and procedures.
- Excellent communication skills, both verbal and written.
- Strong analytical skills with results-oriented, decision-making ability.
- Working knowledge of Microsoft Office Suite
- Demonstrated ability to collaborate with management and cross-functional team members.

Additional, Preferred Education and Experience

- Bachelor's degree in business or healthcare.
- Two years previous experience in medical credentialing.

Benefits Package

NCCPA offers a competitive compensation and benefit package for those who join our team. Benefits include group medical, dental and vision coverage, health reimbursement arrangement, life insurance and short- and long-term disability coverage. In addition to time off for holidays, our employees enjoy a generous paid time off program for vacation, personal and sick time, flexible time, and telecommuting. Other benefits include a robust 401(k) plan, profit sharing as well as flexible spending, and tuition and health club reimbursement programs. We also offer a complimentary snack bar.

Interested Candidates

Please forward a copy of your resume and salary requirements to hr@nccpa.net. NCCPA is an Equal Opportunity Employer