

Director, Certification Maintenance & Information Services

Established as a not-for-profit organization in 1975, the National Commission on Certification of Physician Assistants (NCCPA) has certified over 115,000 physician assistants (PA) in the United States. 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 to add the new position of **Director, Certification Maintenance & Information Services to join our team.**

NCCPA's Director of Certification Maintenance and Information Services is responsible for overseeing and assisting with the development, improvement, implementation, and execution of all department policies, processes, procedures, and responsibilities related to the Information Services and Certification Maintenance departments.

The responsibilities and essential functions of this position include:

- Oversees and monitors operation and work processes of the Information Services and Certification Maintenance Departments.
- Conducts regular meetings and coaching sessions with the information service and certification maintenance staff to maintain high job performance and ensure open lines of communication.
- Monitors departmental metrics for compliance.
- Oversees the operation of the Continuing Medical Education (CME), logging, regaining certification, auditing, and credentialing processes.
- Manages the Application Program Interface (API) process
- Gathers metrics for departments each month to report to the Vice President.
- Ensures employees are appropriately trained.
- Assesses departments' job functions for improvements and new process implementation.
- Ensures Information Services and Certification Maintenance Departments Standard Operational Procedures (SOP) are created, implemented, and remain current.
- Develops annual budgets for Information Services and Certification Maintenance Departments and monitors variances monthly.
- Conducts employee annual goal development and performance evaluations.
- Assists with the development of quality initiatives and operational plan
- Assists with creation of charters for department-related projects
- Directs projects for Information Services and Certification Maintenance Departments' department.
- Directs User Acceptance Testing (UAT).
- Directs and participates in inter-department meetings and projects.

- Communicates with stakeholders regarding certification maintenance requirements
- Provides feedback to the Vice President of Certification Maintenance regarding departmental processes
- Works continually towards self-development to stays current on customer service, continuing medical education, and credentialing procedures & practices.
- Updates, analyzes, and reports departmental related statistics to Certification Maintenance Vice President.
- Maintains in-depth working knowledge of the organization's systems and processes.

Competencies

Communication

Decision Making/Judgement

Initiative

Managing for Results

People Management

Supervisory Responsibility

This position directs Information Service, Review and Appeals, and Certification Maintenance staff members and managers and is responsible for the performance management and hiring of the employees within those departments.

Work Environment

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

Position Type/Expected Hours of Work. This is a full-time position. Normal business hours are Monday through Friday, 8:30 a.m. to 5 p.m. however NCCPA offers the opportunity for flexible work schedules.

Travel. Travel is primarily local during the business day, minimal out-of-area and overnight travel may be expected.

Required Education and Experience

Bachelor's Degree

4-8 years management experience

Working knowledge of Microsoft Excel and Microsoft Word

Excellent organizational and good communication skills

Must be highly detailed oriented

Must be able to perform multiple tasks simultaneously.

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. Other benefits include a robust 401(k) plan, as well as flexible spending, and tuition and health club reimbursement programs.

NCCPA is an Equal Opportunity Employer

To apply for this position, please send your resume to NCCPA's Human Resources Department at: HR@NCCPA.net