

Information Services Specialist I

*Voted one of **Modern Healthcare's Best Places to Work** in Healthcare for 2019!*

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 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 a talented Information Services Representative I to join our team.

Summary/Objective

The *Information Services Specialist I* provides optimal customer service while serving as the voice of NCCPA by answering incoming telephone calls and emails in a professional manner, resolving Physician Assistants (PAs) questions and concerns as efficiently and effectively as possible, and maintaining PA records. This position reports to the Director, Certification Maintenance & Information Services.

Essential Functions

- Provides customer service to PAs and other stakeholders with questions or concerns via telephone or email.
- Provides technical support via telephone or email to Physician Assistants by responding to questions or concerns about their online record or the NCCPA website.
- Initiates outbound correspondences or calls to provide follow-up information to PAs and other stakeholders.
- Validates and updates PAs records within NCCPA's software systems.
- Performs data entry and clerical support as needed by the department.
- Actively participates in process improvement projects as assigned.

Competencies

- Customer Service
- Communication
- Interpersonal Skills
- Job Knowledge
- Analytical
- Listening Skills

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.

Physical Demands

This job is primarily a stationary position. While performing the duties of this job, an employee is regularly required to communicate with both internal and external customers and operate standard office equipment such as a phone or computer.

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 p.m.

Required Education and Experience

- Associates Degree, preferably in a business or healthcare related field or equivalent work experience in the related field. Minimum two years' experience in telephone customer service/ support.
- Excellent call handling, tone of voice, and listening skills.
- Excellent writing and verbal skills Ability to learn, retain, and communicate organizational policies and procedures.
- Excellent problem-solving skills.

Preferred Education and Experience

- Bachelor's Degree in a business or healthcare related field.

Benefits

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, gym reimbursement for employees and their dependents, 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, profit sharing, telecommuting, flex time, as well as flexible spending, and tuition reimbursement programs.

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