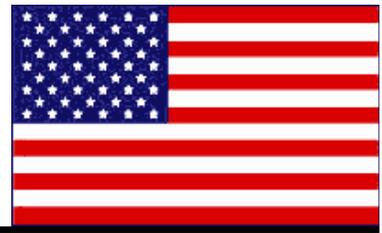




PORTLAND VA MEDICAL CENTER

Portland, Oregon Division
 Vancouver, Washington Division
 Community Based Outpatient Clinics
 Salem, OR Bend, OR
 Camp Rilea (Warrenton, OR)



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-09-0225-SJ	2. <u>Title, Series, Grade, Salary</u> Medical Support Assistant (20012A) GS-679-5 \$32,353 to \$42,060 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> Days M-F	4. <u>Duty Station</u> Imaging Service, Portland Division
5. <u>Type & Number of Vacancies</u> Permanent 2 Full-time positions	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 5/8/2009	8. <u>Closing Date</u> 5/29/2009

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees and permanent Title 38 Hybrid employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

MAJOR DUTIES:

The incumbent is responsible for receptionist/customer service and clerical duties for the Imaging Service. In this role, the incumbent provides support as the unit schedules appointments, greets patients checking in for appointments, and ensures that patients receive timely services. The incumbent may also occasionally rotate into a Film Library or scheduler position for a period of time to cover the absence of a regular employee. Serves as a primary customer service person for Imaging Service. Greets all veterans presenting for appointments for various types of imaging services. Checks patients into the computerized database to ensure proper workload credit. Generates proper x-ray request for each patient, ensuring that data on the request is complete and accurate. Makes modifications when appropriate. Generates patient specific, appointment specific flash card to be used in film processing to ensure proper identification of films. Works collaboratively with Escort personnel to ensure timely arrival and return of patients to their originating source. Responsible for all incoming calls to the reception/scheduling desk. Routes calls appropriately to ensure timely service associated with requests for portable x-rays, emergent x-ray needs, and remote x-ray technologist support. Refers calls for other needs as appropriate to the situation. Works effectively as an essential team member with technologists and physicians to ensure timely service to waiting patients and proper notification of patient needs. This entails coordination of workload in many cases for subspecialty imaging modalities. Assists technologists in scheduling all exams as needed. Manages and maintains the equipment and other tools required in the work area to ensure the smooth and efficient functioning of the reception/scheduling area. Is expected to appropriately respond to any unique needs of the patients relating to either their age or their condition. Incumbent is cross trained in the activities of the Imaging Film Library in order to occasionally assist with duties in those work areas.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-679 series, Clerical and Administrative Support Positions applies and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

Specialized Experience: One year of experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. Specialized work experience may have been gained as a Medical Assistant, Patient Services Assistant, File Clerk, Program Support Assistant, Program Assistant or similar position in a hospital, medical center or clinic. Duties may have included, but are not limited to, greeting patients presenting for appointments, checking patients into the computerized database, generating proper x-ray requests, answering incoming calls to the reception/scheduling desk, routing calls appropriately to ensure timely service, and managing and maintaining office and clinic equipment and other tools.

Substitution of Education for Experience: Successful completion of four (4) years of post high school education. Post high school education must have been obtained in an accredited business, secretarial, or technical school, junior college, or university. **If using education as a substitute for experience, please submit a copy of your college transcripts with application packet.**

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:

- Ability to provide customer service while working with diverse customers including but not limited to patients, patient

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- family members, clinicians, and medical center employees.
2. Ability to use office technology including but not limited to computers, fax machines, copiers, CD burners, computer software (Microsoft Excel/Word), and scanners.
 3. Ability to adapt to changing workloads, priorities, functions, and demands.
 4. Ability to resolve conflict and work within a team.
 5. Ability to function and navigate VA specific electronic medical record systems.

CONDITIONS OF EMPLOYMENT:

Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future

Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.

Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC Permanent employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 6/5/2009)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (optional but recommended.) (6/5/2009)
4. Optional (Recommended) MPQ – Merit Promotion Questionnaire or Resume with most current relevant experience/education.

All application packets must be received in Human Resources by Close of Business (COB) on . Application forms may be obtained in Human Resources Office or on our external website <http://www.visn20.med.va.gov/Portland/mc/hr>

Applications may be mailed to:
Portland VA Medical Center, P4HRMS
Attn:MP-09-0225-SJ
PO Box 1034
Portland, OR 97207

Or brought in person to:
Portland VA Medical Center
3710 SW US Veterans Hospital Rd
Building 16, Room 300
Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**