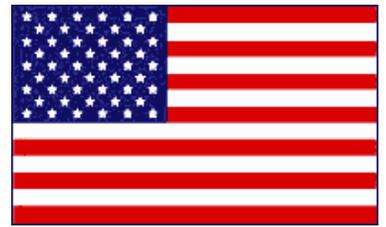




PORTLAND VA MEDICAL CENTER

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



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-10-0182-JD	2. <u>Title, Series, Grade, Salary</u> Lead Medical Support Assistant (202040) GS-679-6 \$36,799 to \$47,837 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 8am – 4:30pm M-F	4. <u>Duty Station</u> Business Office, Vancouver Division
5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time position	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 06/11/10	8. <u>Closing Date</u> 07/01/10

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees, Veteran's Canteen Service and permanent Title 38 employees of the Portland VA Medical Center eligible under the interchange Agreement.

MAJOR DUTIES:

This position is located at the Portland VA Medical Center in the Patient Services Unit of the Business Office, in the Vancouver Division. Duties include, but are not limited to; performs as a Lead Medical Support Assistant with duties and responsibilities in a medical treatment facility. The incumbent leads Medical Support Assistants in accomplishing the work of the unit. Incumbent works in the Patient Services Unit, which is a call center operation. The majority of the work day is spent on the telephone, scheduling medical appointments and resolving pharmacy questions. Administratively works in patient medical record systems in a centralized scheduling/customer service setting, using both VistA and CPRS. Incumbent reports to the Patient Services Unit Supervisor, who reports to the Patient Services Program Manager, all of whom are under the purview of the Business Office.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-679, Medical Support Assistance series apply 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: 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, GS-5. Specialized experience includes, but is not limited to working with patients, receiving heavy call volume daily, scheduling appropriate medical appointments, determining eligibility, and providing customer service to external and internal customers.

Substitution of Education for Experience: Generally, not applicable.

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:

1. Extensive knowledge and experience scheduling patient appointments in an electronic database for a large and complex organization.
2. Significant experience communicating with medical and pharmacy staff including proficient knowledge of medical terminology.
3. Considerable skill in interpersonal relationships, telephone etiquette, dealing with the public, and providing excellent customer service.
4. Ability to lead and manage the workload of staff members performing specific scheduling related projects in a call center environment.
5. Experience in a health care call center environment and a proven ability to train and mentor other staff in scheduling and pharmacy call handling procedures.

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

(Continued on next page)

- 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 07/08/10)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 07/08/10)
4. Resume, OF-12 and/or MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

All application packets must be received in Human Resources by Close of Business (COB) on 07/01/10 (except as noted above). Application forms may be obtained in Human Resources Office or on our internal website. <http://vaww.portland.med.va.gov/Departments/CFO/HR/>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS
Attn: MP-10-0182-JD
 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.**