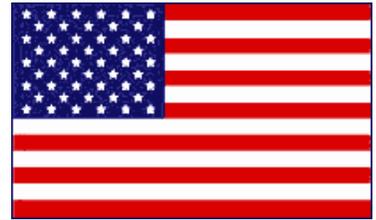




PORTLAND VA MEDICAL CENTER
Portland, Oregon Division



NOTICE OF VACANCY

<p>1. <u>Announcement Number</u></p> <p align="center">MP-10-0188-JD</p>	<p>2. <u>Title, Series, Grade, Salary</u></p> <p align="center">Lead Patient Services Assistant (1256A) GS-303-7 \$40,894 to \$53,166 per annum (Based on full-time employment)</p>	<p>3. <u>Tour of Duty</u></p> <p align="center">8am – 4:30pm M-F</p>	<p>4. <u>Duty Station</u></p> <p align="center">Business Office, Portland Division</p>
<p>5. <u>Type & Number of Vacancies</u></p> <p align="center">Permanent 1 Full-time position</p>	<p>6. <u>Contact</u></p> <p align="center">Human Resources Assistant 503-273-5236</p>	<p>7. <u>Opening Date</u></p> <p align="center">06/21/10</p>	<p>8. <u>Closing Date</u></p> <p align="center">07/09/10</p>

- This position is in the bargaining unit

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement at the Portland VA Medical Center.

MAJOR DUTIES:

The Enrollment Office encompasses the following functions: Patient Enrollment, Eligibility, Verification, Beneficiary Travel, Patient Funds, Admissions. Additional duties and responsibilities may be assigned to support the organizational duties of the Business Office and the incumbent may be assigned to work at either Division and/or different or rotating shifts. Leads 8 or more Enrollment Specialists of the Enrollment Office at the Vancouver and Portland Divisions. Incumbent must be able to perform all of the duties of the Enrollment Specialists. Employees under the lead's responsibility are at the GS 5 and/or GS 6 level. Lead is responsible to Supervisor, Enrollment Office for ensuring that work assignments of other employees in unit are carried out by performing a range of duties, but are not limited to; Distribute and balance workload among employees in accordance with established 'work flow and rotation schedule. Ensure timely accomplishment of the assigned workload and assure that each employee has enough work to keep busy. Give on-the-job training to new employees in accordance with established procedures and practices. Check on work in progress, review completed work of newly trained employees to ensure correct procedures have been accomplished. Provide suggestions/feedback to supervisor concerning reassignment, training needs, recognition of outstanding performance and other personnel needs.

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for Clerical and Administrative Support series, GS-303, 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: At least one (1) 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, GS-6. Specialized experience includes, but is not limited to leading a large work team, advising and training new employees, determining patient eligibility and knowledge of working in a large and complex medical organization.

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 the rating factors may result in your application receiving a less than desirable rating.

1. Knowledge of policies, procedures and regulations pertaining to eligibility and entitlement benefits.
2. Ability to demonstrate good judgment and logic in solving and function independently.
3. Ability to plan, organize and adjust to fluctuating assignments and workloads.
4. Ability to work with various individuals and offices to track tasks through to completion.
5. Demonstrated skill in interpersonal relationships, telephone etiquette, working with the public and customer service.
6. Experience in leading a team.

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 Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.
- If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment maybe denied.
- 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).
- 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.
- 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.

HOW TO APPLY:

Portland VAMC Permanent employees submit:

1. [VAF 4078, Application for Promotion or Reassignment](#) (Due 07/09/10)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (Due 07/16/10)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional). (Due 07/16/10)
4. OF-612 and/or Resume.

All application packets must be received in Human Resources by Close of Business (COB) on 07/09/10.

Application forms may be obtained in Human Resources Management Service or on our Portland VAMC internet website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: MP-10-0188-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 in a US government envelope.**