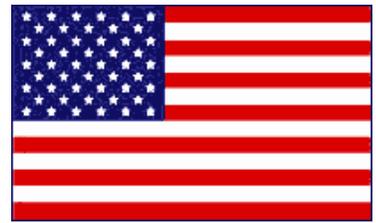




**PORTLAND VA
MEDICAL CENTER**

*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 *AMENDED 10/1/10*

<p>1. <u>Announcement Number</u> MP-10-0232-JD</p>	<p>2. <u>Title, Series, Grade, Salary</u> Patient Services Assistant (31836A/9846A) GS-303-5/6 \$33,013 to \$47,837 per annum (Based on full-time employment)</p>	<p>3. <u>Tour of Duty</u> Monday – Friday 8-4:30</p>	<p>4. <u>Duty Station</u> Business Office, Vancouver, WA</p>
<p>5. <u>Type & Number of Vacancies</u> 2 Permanent Full Time</p>	<p>6. <u>Contact</u> Human Resources Assistant 503-273-5236</p>	<p>7. <u>Opening Date</u> 10/01/2010</p>	<p>8. <u>Closing Date</u> 10/22/2010</p>

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees; permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement and people eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees. (See conditions of employment).
- Noncompetitive appointment of certain military spouse. (See conditions of employment).
- VEOA (Veterans Employment Opportunities Act) Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service.
- VRA (Veterans Readjustment Act) eligible applicants (See conditions of employment).

MAJOR DUTIES:

Incumbent serves as an Enrollment Specialist of the Business Office Unit at the VA Medical Center, Vancouver Washington Division. The incumbent is responsible for a wide range of assignments and provides administrative support to the Unit, and the clinical staff recovery aspects of this position have a direct impact on the reimbursement of the facility. Incumbent will be responsible for interviewing patients applying for medical benefits and is responsible for entering demographic, insurance and income information into the Portland VA Decentralized Hospital Computer Program (DHCP). Incumbent verifies eligibility/entitlement for benefits of all applicants. The Enrollment Specialist advises the veterans of their entitlement to various medical benefits and must become well versed in information relating to the Medical Center and its policies. The Incumbent is expected to provide exceptional customer service by exceeding customer expectations and will be flexible, adaptive and enthusiastic to exceed the customer's needs.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-303 Clerical and Administrative Support series 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 (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. Specialized experience includes, but is not limited to, work as a receptionist, office Assistant or patient Assistant in a hospital medical center or clinic. Duties may include greeting patients, scheduling patient appointments, conducting quality reviews.

Substitution of Education for Experience:

GS-5: Successful completion of at least four (4) years of education above the high school level or a Bachelor's degree. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school. Must submit copy of transcripts with application to receive credit for substitution.

GS-6: 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 receiving a less than desirable rating:

1. Knowledge of the laws and regulations pertaining to eligibility and entitlement for benefits.
2. Ability to work under pressure with a wide variety of individuals from varying education and social backgrounds.
3. Demonstrated skill interpersonal relationships, telephone etiquette, dealing with the public and customer service.
4. Demonstrated skill in flexibility in meeting conflicting demands, working in varied assignment.

CONDITIONS OF EMPLOYMENT:

- **Priority Consideration:** Employees covered under the provision of the inter-agency Career Transition Plan (ICTAP) and Career Transition Assistance Plan (CTAP) (displaced VA Employees) eligibles will be given priority consideration for vacancies within the **local commuting area** for which they are well qualified. Applicants requesting this consideration must attach appropriate proof of the ICTAP eligibility with their application. Well qualified is defined as an applicant, without any further training, can perform the major duties of the position which includes knowledge of medical care eligibilities and copayments for medical care, demonstrated good communication skills, familiarity with privacy policies and knowledge of general office duties.
- Federal Employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.
- **Noncompetitive Appointment of Certain Military Spouses**
 - Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service member's PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.
 - Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof that service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability, and proof of marriage to the service member.
 - Un-remarried widows or widowers of armed forces members killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.
- VEOA (Veterans Employment Opportunities Act) Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service.
- VRA (Veterans Recruitment Appointment) eligible applicants: Veterans who are Disabled veterans; or Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized; or Veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces Service Medal was awarded; or Recently separated veterans. Note: Not all 5-point preference eligible veterans may be eligible for a VRA appointment. For information regarding Veterans' Preference please visit the following website: <http://www.opm.gov/staffingPortal/Vetguide.asp>
- **Schedule A** special hiring authority covers applicants with mental and physical disabilities. In order to be considered under this special hiring authority applicants need to provide proof of disability and job readiness certification. The proof of disability and job readiness certification can be provided by the following: 1) a statement or letter on a physician's/medical professional's letterhead; 2) statement, record or letter from a Federal Government agency that issues or provides disability benefits; 3) statement, record or letter from a State Vocational Rehabilitation Agency counselor; or 4) certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits. More information regarding this special hiring authority can be found at www.opm.gov/disability/aboutus.asp
- 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.
- A pre-employment physical examination may be required for an applicant who is tentatively selected

HOW TO APPLY:

Portland VAMC Permanent employees submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#)

Other VA Permanent Employees submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612. (Required).
2. Latest SF-50, Notification of Personnel Action (Required)
3. [VAF 4676a, Employee Supplemental Qualifications Statement](#) .
4. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional).
5. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later)
6. Latest performance appraisal

Non VA Applicants submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612.
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference: (Required if Veterans Preference is being used for status)
 - a. DD-214, Military Discharge Paper (copy must display the required data which includes awards/medals/badges, dates and character of service) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later) (if applicable)
 - c. VA letter or DOD documentation of service-connected disability rating dated 1991 or later if applicable.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates are recommended to submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement.
6. A copy of your college transcripts (Optional unless education is required).

All application packets must be received in Human Resources Management Service by Close of Business (COB) on 10/22/2010 . 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>.

You may e-mail your application to PortlandVAJobs@va.gov or:

Applications may be mailed to:
Portland VA Medical Center, P4HRMS
Attn: MP-10-0232-JD
PO Box 1034

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

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.**