



Administrative Specialist II

[Application Link](#)

Compensation: \$55,000.00 to \$60,000.00 Annually
Benefits Offered: 401K, Dental, Life, Medical, Vision
Employment Type: Full-Time/Exempt

Overview

The individual in this position will provide the vital administrative support our Clinical team relies on to provide outstanding care.

Behavioral Expectations

- Identify and seek personal and professional growth opportunities and proactively contribute to the success of the team and company.
- Courageously adapt, celebrate the achievements of others, and take pride in doing quality work.
- Develop and leverage self-awareness and self-management to establish and maintain genuine relationships with colleagues, leadership, and external stakeholders.
- Proactively learn about and consciously leverage your unique and powerful Strengths in a manner that supports cohesion and company-wide success.

Tactical Objectives

- Compile data on census and activity reports that support key performance metrics and daily operations for the Senior Director of Clinical Programs and designees.
- Collect, organize, and maintain nurse and member relevant community resources.
- Participate and attend regularly scheduled departmental meetings; ensure that action items are noted and routed to supervisor in a timely fashion.
- Understand, oversee, and manage member and provider satisfaction by distributing, reviewing, and communicating survey results.
- Help maintain the inventory of client letters with current nursing names and contact information.
- Support newsletter creation and distribution via email and US mail.
- Provide back-up support to KDAP Administrative Coordinator for:
 - member welcome packets, member education materials, launch letters and unable to contact letters, and other templates used by RN's and LPN's to track and document member information.
 - Receive, maintain, and enter referral information, assign referrals to nurses using established criteria, and update referral information to note nurse assignment.
 - Update member statuses and communications that have been sent to members and/or providers.
- Assist in maintaining electronic files/folders for the department.
- Work in close coordination with various department to ensure implementation related action items are completed in a timely manner.
- Perform general quality control and quality assurance duties to ensure nurse outreach is timely, adequate, and follows best practices.
- Provide administrative support for the MAPS program (e.g. assign nurses to new referrals, run quality data reports monthly to assure fields are being completed)
- Follow Renalogic guidelines related to the Health Insurance Portability and Accountability Act (HIPAA) designed to prevent or detect unauthorized disclosure of Protected Health Information (PHI)
- Conduct and document quality control checks for completed program support work, reports, and other deliverables upon request.
- Support provider communication and collaboration for the KDAP clinical team.
- Under the direction of the Senior Director, support NCQA accreditation activities, calendar, and documentation.

Required Skills, Abilities, Experience, Education/Certifications

- At least three years' experience working in a related field which includes experience appropriately handling sensitive information.
- A detail-oriented approach to work which includes the ability to recognize and correct errors.
- Strong time management skills which includes the ability to recognize when additional help and/or information is needed to fulfill specific expectations.
- Strong working knowledge of common office applications (e.g. MS Office) and the ability to learn and effectively utilize new or recently adopted software.

- Working knowledge of HIPAA/HITECH which includes the ability to follow related requirements and appropriately report any intentional or unintentional breaches. Effective and proven time management skills.
- Strong critical thinking and problem-solving skills which includes the ability to work with others to effectively understand, address, and resolve concerns, questions, and barriers to success.
- Ability to take direction from multiple sources and often with ambiguous or limited information.
- Under the direction of the Senior Director, support NCQA accreditation activities, calendar, and documentation.
- Must be able to pass a background and reference check successfully.
- Must have access to reliable internet and power.
- Must have a dedicated workspace where you can effectively engage in work related activities without unnecessary interruptions.

Physical, Mental, and Sensory Capabilities

- Be able to speak, write, and communicate fluently in English.
- Be able to learn, retain, and utilize data and information.
- Be able to learn and utilize new technologies to fulfill job functions.
- Be able to recognize, understand, and respond to written and spoken words, understand facts and figures, and adhere to established processes.
- Be able to effectively use a variety of peripherals, such as a printer, scanner, computer, phone, etc.
- Be able to pick up, lift, assemble, carry, and move objects and equipment of up to 30 pounds.
- Be able to maintain sustained concentration on computer screens.
- Be able to engage in some overnight and day-long business trips.

We are proud to be an Equal Opportunity Employer. *All individuals will be required, once hired, to successfully pass a background, reference, and education verification process and must demonstrate that they are legally authorized to work in the United States.*