

**DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
EMPLOYMENT OPPORTUNITY**

This Agency is charged with ensuring proper **MEDICAID** services to qualified recipients. Please visit our website and the Commonwealth of Virginia's website referenced below for additional information and qualifications.

ADMINISTRATIVE SUPPORT ASSISTANT

Role Title: Administrative and Office Specialist III

Position # 00801

Pay Band 3, Level II, Hiring Range: \$24,969 - \$39,000

Closing Date: February 16, 2016

Appeals Division has an excellent opportunity for an experienced administrative professional to join the team as an Administrative Support Assistant. This position will provide administrative support for Paralegals and Hearing Officers on the Provider and Medical Cases Team. This position will perform a wide variety of moderate to complex program and operational support duties, including: scheduling and confirming administrative appeals hearings; organizing and maintaining case files, drafting outgoing letters for each appeals case; tracking due dates and monitoring receipt of forms and letters related to each case; responding to telephone inquiries; and supporting the Paralegal and Hearing Officer positions, as needed, on administrative tasks. Qualified applicants must have strong working knowledge of office practices and procedures, attention to detail, business writing, and the rules of grammar and punctuation. Requires demonstrated ability to organize large volumes of work and must be able to handle multiple priorities. Requires advance skill and experience in the use of computers, and software applications such as MS Word, Excel, and Power Point, Outlook calendar and e-mail, and database software applications. Requires demonstrated ability to work in a team as well as independently. Must have demonstrated ability to communicate with the public and all levels of staff in a courteous and professional manner while maintaining confidentiality of complex and sensitive information. Demonstrated ability to monitor and control procedures, paperwork, scheduling, and maintaining tracking systems. Working knowledge of manual and automated filing systems. Experience in executive-level administrative assistant and/or administrative support positions preferred. Training in software applications and office management required. Prefer high school graduate with some college coursework in office administration, business administration, or human services field.

ONLINE STATE APPLICATION REQUIRED

Resumes will not substitute for state applications. DMAS will only accept online applications submitted through the RMS by **11:59 p.m.** on the referenced closing date. Faxed, emailed, or hand delivered applications or resumes will not be accepted and resumes will not substitute for a complete state application. Applications must include complete work history, including periods of unemployment if applicable. Consideration for an interview is based solely on the information within the application.

Receptionist: 804-786-5408, TDD 800-343-0634

Web Sites for Vacancy Listings

RMS: <https://virginiajobs.peopleadmin.com/>

DMAS: http://www.dmas.virginia.gov/Content_pgs/ab-emp.aspx

Applicants who require accommodation to apply for Agency openings should contact the DMAS receptionist for assistance.

EEO/AA/ADA