

**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.

LEAD ADMINISTRATIVE SUPPORT ASSISTANT

Role Title: Administrative and Office Specialist III

Position # 00438

Pay Band 3, Level II, Hiring Range: \$24,969 - \$41,000

Closing Date: June 6, 2016

Appeals Division has an excellent opportunity for a self-motivated administrative professional to join the team as the Lead Administrative Support Assistant. This new position assists the Appeals Administrative Cases Manager and provides administrative guidance and support for the Administrative Cases Team. This position will perform a wide variety of moderate to complex program and operational support duties, including: advising the administrative support staff; 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 Administrative Hearing Officers and Administrative Cases Team members with administrative tasks. Qualified applicants must have considerable knowledge of office operations, protocol, and procedures, business writing conventions with attention to detail, and the rules of grammar and punctuation. Requires demonstrated ability to organize large volumes of work and must be able to handle multiple priorities. Must be proficient using the PC, and software applications such as word processing, calendaring, spreadsheet, 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. Requires demonstrated ability to monitor and control procedures, paperwork, scheduling, and maintaining tracking systems with working knowledge of manual and automated filing systems. Training in software applications and office management required. Knowledge of Medicaid programs and policies is preferred. Experience in executive-level administrative assistant and/or lead administrative support positions preferred. 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