The American Board of Psychiatry and Neurology, Inc.

Administrative Support Specialist

PRIMARY PURPOSE:

Assists the Manager of the MOC/Continuing Certification department with day-to-day operations. Primary lead support for communications and technical support for diplomates regarding MOC/Continuing Certification requirements, the article-based assessment platform, and Physician Folios account. Provides customer service and administrative support for the MOC/Continuing Certification department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. **MOC/Continuing Certification Member Services Support (80%)**
   a) Primary lead member services support via telephone and email.
   b) Communicates directly and promptly with diplomates regarding the MOC Program requirements, policies, and procedures.
   c) Provides technical support for Physician Folios.
   d) Provides technical support for the article-based assessment platform.
   e) Responds to article-based assessment ticket inquiries and feedback.
   f) Responds to letters and emails from diplomates. Refers difficult problems to Manager, Maintenance of Certification.
   g) Provides recommendations and suggestions for improvements or program enhancements based off feedback from diplomates to Manager.

2. **MOC/Continuing Certification Administrative Support (15%)**
   a) Assists Manager with diplomate emails and postal mailings.
   b) Tracks and updates returned postal mailings and bounced emails.
   c) Maintains and files preapprovals and program applications in appropriate files.
   d) Assists manager with collecting proper documentation for review of individual preapprovals.
   e) Formats and reviews CME credit files for uploads/imports.
   f) Monitors website and Approved Products List for department updates and improvements.

3. **Other Duties (5%)**
   a) Serves as back-up to Receptionist.
   b) Participates on staff committees as needed.
   c) Understands and adheres to all of the ABPN procedures and policies as well as the ABPN Employee Manual and the ABPN Office Procedures Manual.
   d) Other duties as assigned.

POSITION REQUIREMENTS:

Must be able to work 8:30 AM – 5:00 PM, Monday - Friday

Minimum Education: Bachelor's Degree preferred
Minimum Experience: Two to three years in a member services and technical support position; healthcare setting; administrative background helpful

Computer Skills:
- Microsoft Word, Excel, Access; mail merges, data entry

Administrative Skills:
- Excellent phone and written communication skills
- Ability to interact effectively with highly educated, professional clientele
- Ability to prioritize, organize and manage multiple projects
- Ability to work with minimal supervision
- Ability to work well under deadline pressures
- Ability to format professional/academic documents
- Strong organizational skills
- Ability to handle and maintain highly confidential information
- Excellent follow-up ability
- Attention to detail
- Strong service orientation
- Tact and discretion
- Cooperative attitude; team player

Other Skills:
- Ability to operate various office equipment including, personal computer, calculator, fax and copier.

Physical Demands:
While performing the duties of this job, the employee is:
- Regularly required to sit
- Frequently required to use hands and fingers, handle and touch objects or controls and talk and hear
- Occasionally required to stand, walk, reach with hands and arms, and reach above shoulders
- Occasionally required to push, pull, lift and/or move up to 30 pounds
- Occasionally required to balance, stoop, kneel, crouch and bend
- Must be able to work at close range and have clear vision at 20 inches or less
- Must be able to have the ability to adjust focus in order to bring an object into sharp focus

Supervision Exercised: None
Manager: Manager, MOC
Classification: Non-Exempt

Approvals:
Manager, MOC: _____

Director, Operations: _____ _____

President and CEO: _____

Date Completed: _____