

# The American Board of Psychiatry and Neurology, Inc.

## *Credentials Administration Coordinator*

### ***PRIMARY PURPOSE:***

Responds to Disciplinary Action Notification System (DANS) reports and inquiries. Provides backup to Manager, Credentials and Director of Operations, and provides administrative support for the Credentials Department.

### ***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

#### ***1. DANS and Invalidation Processing (50%)***

- a) Reviews disciplinary action notifications for diplomates and candidates using the Federation of State Medical Board System (FSMB).
- b) Investigates instances where diplomates no longer meet the licensing requirements of the Board.
- c) Contacts diplomates and candidates with restricted licenses according to established DANS procedures.
- d) Presents difficult DANS issues to the Manager, Credentials.
- e) Notifies diplomates who no longer meet the licensing requirements of the Board that their certificates are invalid.
- f) Responds to telephone inquiries from diplomates or candidates with restricted medical licenses and their attorneys.
- g) Prepares monthly and annual DANS reports
- h) Assists Manager, Credentials with preparation of DANS cases for ABPN legal counsel review.

#### ***2. Administrative Support (20%)***

- a) Manages correspondence archival process of documents.
- b) Triage incoming credential correspondence and handles accordingly.
- c) Responds to messages forwarded from Credentials and ABPN's general email accounts regarding MOC, DANS, and Verifications.
- d) Provides application processing support.
- e) Provides PreCERT training program support.
- f) Acts as backup for PreCERT login requests.
- g) Assists Manager, Credentials in preparing conference materials, handouts, PowerPoint presentations.
- h) Maintains a log of used supplies, and forecasts next year's conference requirements.

#### ***3. Verification of Board Certification (10%)***

- a) Verifies board status of candidates and/or diplomates.
- b) Responds to requests with appropriate correspondence.
- c) Files requests and responses.
- d) Responds to telephone inquiries from diplomates, candidates or credentialing organizations regarding verification of Board Certification requests.

- e) Prepares monthly and annual reports for verification of board certification requests.

**4. Backup to Director and Manager (10%)**

- a) Responds to DANS questions from Credentials Department staff.
- b) Responds to difficult DANS telephone calls and forwards them to the Director or Manager.

**5. Other Duties (10%)**

- a) Assists Director and Manager with special projects.
- b) Assists with phone calls and emails.
- c) Serves as Secondary Back-up to Receptionist.
- d) Understands and adheres to all the ABPN procedures and policies as well as the ABPN Employee Manual and the ABPN Office Procedures Manual.
- e) Participates on staff committees as needed.
- f) Other duties as assigned.

***POSITION REQUIREMENTS:***

**Minimum Education:** High School graduate

**Preferred Education:** Bachelor's Degree

**Minimum Experience:** Three years' office experience

**Computer Skills:**

- Microsoft Office required

**Administrative Skills:**

- Strong written and oral 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 pressure deadlines
- Attention to detail
- Strong service orientation
- Tact and discretion
- Cooperative attitude; team player
- Availability for work related travel

**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, climb stairs, 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

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**Supervision Exercised:** None

**Reports to:** Manager, Credentials

**Classification:** Non-Exempt

**Approvals:**

Manager, Credentials: \_\_\_\_\_

Director, Operations: \_\_\_\_\_

President and CEO: \_\_\_\_\_

**Date Completed:** \_\_\_\_\_