

The American Board of Psychiatry and Neurology, Inc.

**Credentials Administrator**

***PRIMARY PURPOSE:***

Reviews specialty and subspecialty applications. Provides in-depth telephone assistance to program directors and candidates. Provides support for department Director and Manager.

***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

***1. Credentialing and Application Review (50%)***

- a) Reviews all categories of applications and decides whether applications are accepted, missing documentation, or pending completion of training.
- b) Presents difficult credentialing issues to Manager and makes recommendations.
- c) Identifies applicants without acceptable training for denial and presents to Manager.
- d) Corresponds with applicants requesting additional information or documentation and reviews information provided by applicants.
- e) Performs data entry (3<sup>rd</sup> entry) of program ID codes for online applications as needed.
- f) Changes database to reflect current status of applications and send appropriate correspondence to candidate informing of new status update.
- g) Communicates the ABPN's policies and procedures in response to telephone inquiries from program directors, applicants, and others.
- h) Performs audits on 5% of MOC applications, and C-MOC blocks, which includes requesting audit documentation, reviewing and investigating documentation provided, and making a determination if applicant meets audit requirements.

***2. PreCERT Accredited Training Program Support (20%)***

- a) Provides user support regarding questions about preCERT to Accrediting Training Programs.
- b) Provides in depth technical assistance to coordinators and directors regarding credentialing issues.
- c) Responds to request for preCERT logins and passwords for program directors and program coordinators.
- d) Provides assistance to training programs in accessing their Graduate Performance Report.

### **3. Member Services Support (25%)**

- a) Provides support to diplomates and candidates with Folios and MOC inquiries.
- b) Responds to messages forwarded from ABPN's general e-mail account regarding Folios and MOC.
- c) Activates Folios accounts for candidates and diplomates as needed.
- d) Assists diplomates entering MOC activities, as needed.
- e) Identifies and escalates priority issues to appropriate staff.
- f) Attends professional society meetings and meets with diplomates at conferences to discuss ABPN MOC policies and procedures.

### **4. Other Duties (5%)**

- a) Proofreads reports, selected sections of Information for Applicant booklets, and letters for Director and Manager.
- b) Assists Director and Manager with special projects.
- c) Assists with large electronic mailings to program directors, candidates, and directors.
- d) Understands and adheres to all of 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) Serves as Secondary Back-up to Receptionist.
- g) 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 preferred

#### **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

Revised 5/31/2019

<p><b>Supervision Exercised:</b> None</p> <p><b>Reports to:</b> Manager, Credentials</p> <p><b>Classification:</b> Non-Exempt</p> <p><b>Approvals:</b></p> <p>Manager, Credentials: _____</p> <p>Director, Operations: _____</p> <p>President and CEO: _____</p> <p><b>Date Completed:</b> _____</p>
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