

HAWAII HEALTH SYSTEMS CORPORATION:

WEST HAWAII REGION

KONA COMMUNITY HOSPITAL ~ 79-1019 Haukapila St.reet, Kealakekua, HI 96750

KOHALA HOSPITAL ~ P. O. Box 10, Kapaau, HI 96755

VACANCY ANNOUNCEMENT

CONTINUOUS RECRUITMENT UNTIL NEEDS ARE MET



KONA
COMMUNITY HOSPITAL

DATE POSTED: 01/11/2010
JOB TITLE: PATIENT ACCESS REPRESENTATIVE II
RECRUITMENT NO.: KCH 10-004 (Permanent, Full-Time)
JOB LOCATION: KONA COMMUNITY HOSPITAL
Kealakekua, Kona, Hawaii
SALARY RANGE: *\$2471 per month (SR-13, BU:03)

*PER THE COLLECTIVE BARGAINING AGREEMENT AS NEGOTIATED WITH HGEA, THIS SALARY AMOUNT HAS BEEN SUBJECTED TO THE 5% SALARY REDUCTION EFFECTIVE OCTOBER 1, 2009 TO JUNE 30, 2011.

DUTIES: This position is responsible for obtaining accurate patient demographic and insurance information for both primary and secondary carriers, accurate verification of benefits and eligibility, maintenance of hospital census and control of the allocation of beds. Additionally, the position provides coverage of the switchboard, and serves as central communications to emergency support services, functions as a control for keys and personnel on property. **MUST BE AVAILABLE TO WORK SHIFTS AS NECESSARY BASED ON HOSPITAL OPERATIONS; SERVICES ARE PROVIDED 24/7.**

THE MINIMUM QUALIFICATION REQUIREMENTS ARE: Applicants must meet all of the following requirements. Please note that unless specifically indicated; the required education and experiences may not be gained concurrently. In addition, qualifying work experiences are based on a 40-hour work week.

Education: High school diploma or equivalent.

General Experience: Two (2) years of typing, stenographic, clerical work, cashiering, data input, customer service skills or any combination of these experiences which duties demonstrated knowledge of English grammar, spelling, arithmetic, standard office equipment; and the ability to read and understand oral and written instructions, carry out procedures in clerical work systems, speak and write simply and directly, observe differences in copy and proofread words and numbers quickly and accurately, and operate various kinds of office equipment; and ability to deal effectively with others in eliciting information and providing service.

Specialized Experience: One (1) year of work experience performing admission activities in a hospital; interviewing patients and/or responsible persons to secure information, securing signatures for insurance benefits; arranging for method of payment for costs not covered by insurance; and preparing admitting records.

Certification: None.

Licensure: None.

Required Forms & Documentation: You must complete/submit the following forms and documentation **together with your application** or your application may be rejected.

1. Evidence of the appropriate training (e.g., official transcript or degree) to be given credit for education and/or experience. A legible photocopy will be accepted; however, Kona Community Hospital reserves the right to request an official copy.
2. Supplement to the Application for Clerical Positions. (Please see form at the end of this announcement.)

PERSONS WITH DISABILITIES MAY CONTACT THE EMPLOYMENT OFFICER, KONA COMMUNITY HOSPITAL AT (808) 733-4162 (VOICE/TDD) TO DISCUSS SPECIAL NEEDS IN APPLYING.

An Equal Opportunity Employer

ALL JOB VACANCIES WILL BE POSTED FOR A MINIMUM OF TEN (10) CALENDAR DAYS

QUALITY OF EXPERIENCE: Possession of the required amount of experience will not in itself be accepted as proof of qualification for the position. Overall paid or unpaid experience must have been of such scope and responsibility as to conclusively demonstrate that you have the ability to perform the duties of this position. Provide a detailed description of your duties and responsibilities. If you worked on a part-time basis, indicate the average number of hours worked per week. Please note that experience will be based on a 40-hour workweek.

Note: We will not postpone the recruitment process because of your failure to provide accurate and complete information concerning your qualifications.

MERIT OR CIVIL SERVICE SYSTEM: Applicants must meet the minimum qualification requirements, including education, experience, other public employment requirements for State Civil Service employment, and HHSC Standards of Fitness. Only those applicants that are scheduled for an interview with the hiring manager will be contacted. Applications will be kept active for six (6) months.

CITIZENSHIP AND RESIDENCE REQUIREMENT: Applicants must be eligible to work in the U.S. and at the time of appointment intend to reside in the State of Hawaii during the course of employment with the Hawaii Health Systems Corporation.

VETERAN'S PREFERENCE: If you are claiming Veteran's Preference, you must submit a copy of your DD214 and/or other substantiating documents specifying the periods of your service.

PHYSICAL/MENTAL REQUIREMENTS: Applicants must be able to physically and mentally perform efficiently the duties of the position. Qualified applicants with disabilities who can perform the essential functions of the advertised position are encouraged to apply. The Hawaii Health Systems Corporation is committed to making reasonable accommodations on a case-by-case basis. Applicants seeking reasonable accommodation should be ready to discuss the accommodation sought so that a determination can be made that such accommodation is reasonable and would not cause the employer undue hardship.

PHYSICAL EXAMINATION REQUIREMENT: Offers of employment will be conditioned on the results of a complete physical examination, which includes a drug screening. For certain job categories, applicants may be referred to an HHSC-designated physician, rather than the applicant's personal physician of choice. The cost for all physical examinations, except the cost for the drug screening, shall be borne by the applicant and not the Hawaii Health Systems Corporation. The Hawaii Health Systems Corporation shall bear the cost of the drug screening.

CRIMINAL/BACKGROUND, CREDENTIALING CHECKS: Applicable checks will be conducted periodically and any associated costs may be borne by the applicant. If a job offer is made or employment is begun prior to completion of all applicable checks, any offer of employment or continued employment is contingent upon satisfactory return of all required checks.

HOW TO APPLY: Applications are available at the **Kona Community Hospital**, Human Resources Office, 79-1019 Haukapila Street, Kealahou, HI 96750 or **Kohala Hospital**, P. O. Box 10, Kapaau, HI 96755. You can call (808) 733-4162, (Voice/TT), e-mail: konajobs@hhsc.org or visit our website at www.hhsc.org. Application hours are: Monday to Friday (except holidays) 8:00 am to 4:00 pm at which time applicants are able to complete an application and have their application reviewed by the facility Human Resources Office. Only applicants that have been through a Human Resources (HR) applicant screening process will be considered for an interview with a hiring manager. Applications for announcements with a deadline date must be on file no later than the last day to file applications. Applications for announcements with "Continuous Recruitment Until Needs are Met" will be accepted as long as there are vacancies. Inactive/filled announcements will be taken off the HHSC website.

STEPS TO AN ADMINISTRATIVE REVIEW, SUBSEQUENT APPEALS: If you do not agree with a decision made by the Employment Office as to your non-qualification or non-selection for a position, you may complete a Request for Administrative Review form (available on the HHSC website) or you may submit a written request within twenty (20) days from the date of your sent notice to the Regional Chief Executive Officer/Designee. Your letter requesting the Administrative Review must include 1. The job title(s) and recruitment number(s), 2. the specific reason(s) you are requesting the review noting if there is a statute or rule violation, and 3. any additional information you want to submit to substantiate your request. If you do not submit your request within the **twenty (20) days deadline, no Administrative Review will be conducted.** Since the Administrative Review is a prerequisite to subsequent steps, failure to utilize this process will make you ineligible for subsequent appeals. The administrative review, formal complaint and/or appeals hearing will not necessarily postpone the recruitment process and/or rescind a selection.

If you do not agree with the Administrative Review, you may file a Formal Complaint and then, if you are still not satisfied, you can appeal to the HHSC Merit Appeals Board.

SUPPLEMENT TO THE APPLICATION FOR CLERICAL POSITIONS

NAME: _____

Indicate your typewriter preferences: Electric _____ Manual _____

INSTRUCTIONS: Under each category, please check off those courses which you completed and list any other courses that are pertinent to the position for which you are applying.

High School

Subject
 _____ English
 _____ Arithmetic or Math
 _____ Typing
 _____ Shorthand

Business/Technical School or Community College

<u>Subject</u>	<u>Credits</u>	<u>Degree or Certificate Received & Major</u>
_____ English	_____	_____
_____ Math	_____	_____
_____ Typing	_____	_____
_____ Shorthand	_____	_____
_____ Office Procedures	_____	<u>Total Number of Credits Completed</u>
_____ General Office Procedures	_____	_____
_____ Office Machines	_____	_____
_____	_____	_____
_____	_____	_____

University

<u>Subject</u>	<u>Credits</u>	<u>Degree Received and Major</u>
_____ English	_____	_____
_____ Math	_____	_____
_____ Typing	_____	_____
_____ Shorthand	_____	<u>Total Number of Credits Completed</u>
_____	_____	_____
_____	_____	_____

Others

In this section, list any other training not covered above. List the school or program where the training was administered, the contents of the training and the length of the program.

SAMPLE:

<u>School of Program</u>	<u>Courses Covered</u>	<u>Length of Training</u>
MDTA	English, arithmetic, office practices Typing, telephone courtesy	total of 520 hours from 3/96 to 8/96

 I certify that all statements made on this supplemental form are true and complete to the best of my knowledge. I understand and agree that any misrepresentation or omission whenever discovered, is grounds for the denial of or immediate separation from employment.

Signature: _____ Date: _____

**HAWAII HEALTH SYSTEMS CORPORATION
Kona Community Hospital
79-1019 Haukapila St
Kealahou, HI 96750**

SELF-CERTIFICATION STATEMENT

Certain positions filled from the written examination may require applicants to possess the capability to perform a range of typing and/or stenographic tasks. To qualify for these positions, you must be able to: 1) type straight copy at 40 net words per minute; and/or 2) take shorthand at a rate of 80 words per minute and make accurate transcriptions. If you meet the requirements, complete this form and sign and date the self-certification statement below.

My typing speed is _____ net words per minute:

~~I take dictation at the rate of _____ words per minute.~~

I acquired the above skills through:

attendance at _____
School

employment with _____
Employer

training _____
Program

Self-certification by Applicant: I hereby certify that I have thoroughly read the requirements above and presently meet these requirements. I understand that my typing proficiency may be evaluated by the appointing authority.

Signature: _____ Date: _____

Please print name: _____