



# Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



## HUMAN RESOURCES

### **EXAMINATION ANNOUNCEMENT NO. 25-108**

POSITION:	<b>Administrative Specialist</b>	OPENING DATE:	<b><u>08/29/2025</u></b>
NO. OF VACANCIES:	<b>1</b>	CLOSING DATE:	<b><u>09/12/2025</u></b>
SALARY:	<b>\$30,823.52 P/A</b>		
PAY LEVEL:	<b>05/01</b>		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Health Network Program, Commonwealth Healthcare Corporation, Saipan		

#### **NATURE OF WORK**

This position is under the general supervision of the Chief Operations Officer for Business & Quality Assurance and direct supervision of the Health Network Program (HNP) Care Coordination Manager. The incumbent in this position provides advanced administrative and operational support to the Health Network Program. This role serves as a primary point of contact for patients, providers, escorts, and internal clinical staff, requiring independent judgment, excellent communication, and comprehensive knowledge of program policies, procedures, and regulatory requirements. The incumbent manages complex administrative workflows, ensures timely coordination of patient services, and maintains accurate and confidential program records in accordance with applicable healthcare regulations.

#### **DUTIES:**

- Serve as the primary point of contact for all HNP inquiries, triaging incoming phone calls, walk-in requests, and electronic correspondence to appropriate personnel.
- Provide advanced program information and procedural guidance to patients, providers, escorts, and clinical staff related to eligibility, documentation, referral processes, coverage limitations, and committee review procedures.
- Assist in processing referral cases when assigned.
- Independently research and resolve complex patient and program inquiries, interpreting policy guidelines, program standards, and regulatory requirements to ensure accurate responses.
- Maintain comprehensive, timely, and detailed documentation of all patient communications and case activities in the HNP database to ensure proper case management and compliance.
- Coordinate and manage scheduling of patient briefing sessions, committee reviews, provider consultations, and other program-related appointments.
- Manage program materials inventory, including ordering, distribution, and version control of forms, educational materials, and internal documents.
- Serve as liaison between patients, escorts, providers, insurance representatives, and program staff to resolve service issues, process delays, and facilitate timely submission of required information.
- Prepare, review, and compile complete referral case files for HNP Committee review, ensuring all documentation meets established program standards.
- Receive, document, and analyze patient and escort complaints; conduct preliminary assessments; escalate concerns as necessary based on program guidelines.
- Assist in process improvement initiatives by identifying workflow challenges and recommending revisions to procedures, forms, and data management protocols to enhance program efficiency.
- Provide administrative support to clinical and program staff, including complex document preparation, scanning, secure electronic transmission, records management, and data integrity monitoring.
- Ensure strict adherence to Health Insurance Portability and Accountability Act (HIPAA) regulations, safeguarding patient protected health information (PHI) and ensuring compliance with Commonwealth Healthcare Corporation (CHCC) confidentiality policies.
- Performs other related duties as assigned.

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CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job-related medical condition or disability, or any legal protected status.

## **QUALIFICATION REQUIREMENTS:**

**Education:** Any combination equivalent to graduation from a recognized college with an Associate's Degree in business management or related field.

**Experience:** Plus three (3) years of progressively responsible administrative work.

## **KNOWLEDGE/ SKILL/ ABILITIES:**

- Understanding of HIPAA regulations and patient confidentiality requirements.
- Clerical – knowledge of administrative and clerical procedures and systems such as Microsoft Office.
- English Language – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of healthcare systems, referral processes, and patient coordination procedures.
- Familiarity with documentation standards and electronic health record systems.
- Knowledge of cultural sensitivity and patient advocacy practices.
- Excellent verbal and written communication skills.
- Strong organizational and time-management skills.
- Proficient in managing databases, patient records, and documentation.
- Effective problem-solving and conflict resolution skills.
- Skilled in using office equipment such as scanners, copiers, and fax machines.
- Ability to multitask and prioritize work assignments under minimal supervision.
- Concern for others – job requires being sensitive to others needs and feelings and being understanding and helpful on the job.
- Communicate with patients with empathy and professionalism.
- Ability to handle sensitive information with discretion and maintain confidentiality.
- Ability to interact professionally and empathetically with patients, providers, and staff.
- Ability to work independently and as part of a team.
- Ability to follow established procedures and adapt to new processes as necessary.
- Ability to handle stressful situations and resolve patient concerns in a timely manner.

## **CONDITIONAL REQUIREMENTS:**

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

## **OTHERS:**

This position is a Full-Time employment status and requires at least 40 hours per week. This position is **“Non-Exempt”** or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer's business requirement and/or by the demands of the employee's job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

### ***Note(s):***

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

## **INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:**

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu' St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)

E-mail: [apply@chcc.health](mailto:apply@chcc.health)

Direct Line: (670) 234-8951 ext. 3444/3410/3427/3583/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

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**Note:** Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.

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