



**Company: ARM Consulting**  
**Position Title: Administrative Assistant/Scheduler**  
**Position Category: Full Time**  
**Location: Bethesda, MD**

**ARM Consulting**, a limited liability, management and technology consulting company that integrates a range of capabilities to assist government and commercial customers resolve complex issues while simultaneously achieving optimal success. ARM's customized and concierge approach to partnering with customers uniquely positions our company to realize efficiencies without compromising innovation. Join ARM by bringing your **"big talent"** and you can help our customers achieve their organizational goals and mission that impact all of us on a daily basis.

**Position Description:**

The Administrative Assistant/Scheduler is responsible for coordinating and resolving all communication problems, and issues between the Walter Reed National Military Medical Center (WRNMMC) Telehealth (TH) specialty clinics and patient sites. Coordinates all Joint Commission requirements and maintains liaison with WRNMMC Joint Commission Continuous Readiness Coordinator. Manages the administrative operations of the TH Department. Manages actions, determines status, prioritizes events, and provides status update briefs. Develops plans for the internal and external integration of day-to-day and long-range projects, actions and activities requiring the involvement of senior TH Department and WRNMMC staff. Extrapolates existing methods and procedures to future requirements in developing timely and executable plans of action. Ensures the most efficient and effective support is provided to the TH Department and TH specialty clinic and patient site champions.

**Position Capabilities:**

- Familiarity with work process and terminology in the functionality of the system.
- Recognizes areas of overlap or duplication and determines coordination required to resolve problems.
- Ability to support the provisions of the Health Insurance Portability and Accountability Act (HIPAA) and all other Patient Information Privacy Acts.
- Develops and maintains clinical templates, and open daily schedules on four different CCH platforms located at WRNMMC, Bethesda, Md., and Fort Belvoir Community Hospital, Fort Belvoir, Va. allowing MTF staff to access schedules and book patients.
- Coordinates provider access to CHCS systems throughout the enhanced Multi-Service Market (eMSM) in the National Capital Region (NCR).
- May be designated as mission essential and assume essential personnel status during inclement weather/emergencies.

**Basic Qualifications:**

- One Year of experience in use of DoD electronic record systems, e.g. (HAIMS, AHLTA, CHCS, and ESSENTRIS) and Medical Record Tracking (MRT) module within a military setting.
- Qualified typist with demonstrated 60WPM.
- Knowledge of the agency, rules and regulations regarding hospital/healthcare computerized data standardization, and knowledge of the WRNMMC, National Capital Region Medical Directorate (NCR MD), Department of Health Affairs (DHA), Army, Air Force and Navy information management standards sufficient to advise personnel in ADM usage and procedures.



- Knowledge of the ICD-9-CM / ICD-10-CM diagnosis, CPT procedural coding systems and MEPRS to verify and identify errors within specific clinic overlays/assignments.
- Knowledge of the overall ADM program software to recognize interrelationships with assigned area of responsibility.
- Knowledge of the computer equipment characteristics to distinguish between ADM, CHCS, and system software problems to coordinate repair without delay.
- Must possess knowledge and understanding of medical terminology and usage, hospital terms, abbreviations, and abstraction techniques.
- Must possess knowledge in medical record format and content.
- May work overtime and travel as necessary to support WRNMMC and Outlying clinics' training needs and mission objective(s).
- Possess a high degree of interpersonal skills when dealing with all levels of customers and personnel within the correspondence section and at the Command level.
- Possess knowledge of computer operations and proficiency in the use of basic word processing, data entry and automated medical records.

**Additional Preferred Skills and Qualifications:**

- Must work cooperatively and constructively with others in a team environment
- Strong analytical and organizational skills, including attention to detail
- Should be able to read, write, speak and understand English well enough to effectively communicate with all patients and other healthcare providers
- Strong oral and written communication and interpersonal skills
- Good organizational, multi-tasking, and time-management skills

**An active security clearance may be required for this role**

**Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States**

**ARM is a federal contractor and an EEO and Affirmative Action Employer of Females/Minorities/Veterans/Individuals with Disabilities**

**All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state, or local law**

**ARM is an Equal Opportunity Employer**