

# Admin Specialist - Call Center

Job Status

Open - open and accepting applications

Job Reference Number

211964

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## Compensation

**\$15.03/hr**

**TEMPORARY additional pay of \$4/hr. for all hours worked.**

*\* Salary can vary depending upon education, experience, or qualifications.*

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## Position Summary and Responsibilities

### Position Summary:

- The Call Center is responsible for adjusting staffing coverage and communication to all Nursing personnel. Prolonged periods of sedentary work. Some bending, twisting, lifting while performing monitoring/inspections of units. Exposure to weather conditions while ambulating around campus.
- Maintains daily contacts with direct care nursing staff and supervisors [e.g. Shift Leader(s), Unit Leader(s), etc.].
- Frequent contacts with all other disciplines in providing patient care and security.
- Maintains frequent contacts with, Chief Nursing Officer and Assistant Director of Nursing, and other members of the LSH Administrative team.
- Contacts are made to provide guidance, support, and to justify, defend, negotiate, persuade, gain cooperation, reach compromise, and maintain goodwill using well developed communication skills.
- The call center administrative specialist differs from the call center administrative assistant, in that this level has more complex responsibilities because of the depth of knowledge that these positions must possess for analysis, judgment and interpretation

that is needed to perform the duties. The call center administrative specialist has knowledge in a specific subject matter such as scheduling.

## **Job Responsibilities may include but are not limited to the following:**

### **Scheduling, Coverage, and Staffing**

- Receives Nursing staff call-ins and ensures adequate unit coverage is maintained
- Manages Nursing Hold over List to ensure adequate unit coverage is maintained
- Reviews need for all overtime, rearranging staff time to avoid accumulation of OT
- Monitors staff for issues of time abuse and brings to attention of appropriate Unit Leader and Assistant Director of Nursing
- Assist with coordinates travel arrangements for discharges and off-campus appointment
- Assist with coordinating coverage for 1:1 patient care at the hospital
- Complete and send out coverage each shift
- Complete in Plexus all time adjustments related to individuals arriving late to work
- Complete in Plexus all mandate refusals and late call in to the call in log
- Send out final coverage once receives all information from unit nurses
- Send out call- in log to approved supervisors
- Send out volunteer list to all Nursing staff
- Mandates Nursing staff based on needs of the hospital
- Pulls and drops must be approved by the Assistant Director of Nursing
- Complete coverage sheets daily
- Complete audits to ensure coverage sheets are corrected
- Track and maintain restriction lists (who can't work where pending investigations)
- Manage hospital sits coverage in coordination with the Unit Leader
- Verify documents for accuracy and completeness
- Enters and manipulates data and information by creating simple word processing templates, form database tables, and spreadsheets.

### **Maintains a safe, secure, and therapeutic environment**

- Protects confidentiality of PHI by following HIPAA regulations
- Maintains safety for staff on units, at meals, in classrooms, and during activity
- Performs tasks in keeping the call center clean and orderly
- Demonstrates good personal hygiene and follows infection control guidelines, including frequent hand hygiene

### **Communication, Team Work, and Process Improvement**

- Maintains daily communication via e-mail, with appropriate follow-up
- Complies with policies, procedures and nursing standards
- Demonstrates a positive attitude by working cooperatively in a team process

- Demonstrates willingness to learn and encourages initiation of new concepts
- Participates in staff development, meets individual learning needs, attends and/or conducts program & unit meetings
- Participates and cooperates in Natural Work Teams and/or Quality Action Teams as assigned
- Encourages employee involvement and commitment to performance improvement activities
- Demonstrates acceptable work habits that include coming to work on time and as scheduled.
- Adheres to the Behavioral and Ethical Standards of patient care
- Performs all other job-related duties willingly as assigned by supervisor to accomplish the Strategic Plan of LSH
- Mentors other staff by providing individual supports and training
- Demonstrates caring and respectful communication to all internal and external customers
- Demonstrates acceptable work habit that include coming to work on time and as scheduled
- Provides basic factual information to customers by phone or face to face or by routine correspondence

**Performs a variety of general office duties:**

- Refers emergency/critical information to appropriate managerial or supervisory staff
- Copies/compiles information as needed
- Gathers and distributes mail
- Answer, screen, and route phone calls, may include multi-line phone systems. Great and direct staff
- Sort, file, retrieve and purge office records in alphabetical, numerical and subject filing system
- Prepare common office forms and reports
- Enters data in a high production environment

- Provide input to the design of databases and retrieval of data in order to generate reports from databases. May also implement modifications and enter the most complex sets of data
  - Participates in interviewing, selecting, coordinating and evaluating employee
  - Coordinate maintenance of office equipment
  - Oversees the stock of office supplies, equipment and forms. Orders and purchases supplies and equipment. Handles inventory for the office
  - Develop or establishes records, filing or registration system for internal systems
  - Involves application of knowledge regarding rules, regulations, policies and procedures to carry out complex administrative office support duties. May analyze data from multiple sources to identify facts and taking required action
  - Provide lead work guidance to coworkers in the work unit
  - Compose and prepare correspondence of a sensitive nature
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## Qualifications

### Minimum Qualifications:

- Six months of experience in general office, clerical or administrative support work.
- Education may be substituted for experience as determined relevant by the agency.
- Requires an approved drug test approved by the Kansas Department of Administration unless the incumbent is moving from one safety-sensitive position to another safety-sensitive position within the same agency

### Preferred Qualifications:

- 1 year of experience creating and maintaining work schedule

### Post-Offer, Pre-employment Requirements:

- Ability to pass a KBI background and pre-employment drug test.

# Recruiter Contact Information

- **Name:** Mitchell Smith
  - **Email:** mitchell.smith [at] ks.gov
  - **Phone:** 620.285.4383
  - **Mailing Address:** 1301 KS Hwy 264, Larned, KS 67550
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