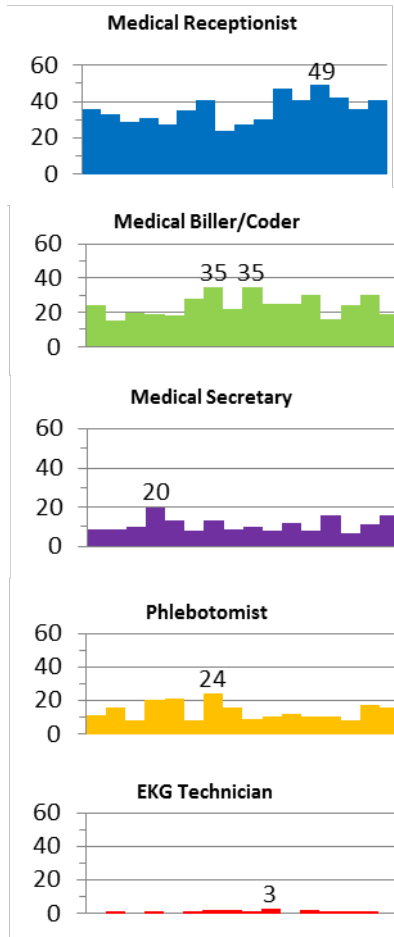


**CUNY CAREERPATH**
  
**REAL-TIME REPORT & SAMPLE JOB ADS**
  
**Medical Office Assistant**
  
**SEPTEMBER 2013**



**Introduction.** This report includes information about five key occupations related to the Medical Office Assistant program at Queensborough Community College. They are Medical Receptionist, Medical Biller/Coder, Medical Secretary, Phlebotomist, and EKG Technician.<sup>1</sup>

**Ad Volume.** Weekly demand for each occupation between the weeks of May 12 and August 25, 2013, is shown to the left. Total ad volumes were 569 for Medical Receptionists, 385 for Medical Billers/Coders, 179 for Medical Secretaries, 216 for Phlebotomists, and 16 for EKG Technicians respectively.

**Location.** This ad search was limited to the New York City boroughs and Nassau county. The geographic distribution of ads for each occupation is listed in the table below.

	NYC	Nassau
Medical Receptionist	337	254
Medical Biller/Coder	259	152
Medical Secretary	155	36
Phlebotomist	168	51
EKG Technician	19	1
<b>Total</b>	<b>938</b>	<b>494</b>

**Hiring Difficulty.** Wanted Analytics scores occupations according to a “hiring scale,” which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale Phlebotomists and EKG Technicians are *very easy* for employers to recruit; Medical Billers/Coders are *moderately easy*; Medical Receptionists are *neither easy nor difficult*; and Medical Secretaries are *moderately difficult* to recruit.

<sup>1</sup> The data came from key word searches using WANTED Analytics™ real-time labor market information software. All results represent a time frame of 16 weeks.

**Wages.** Also shown are the salary ranges of the five occupations. Salaries were highest for EKG Technicians (range of \$41,750 to \$51,050) and lowest for Medical Receptionists (\$30,900 - \$37,800).

	Hiring Difficulty	Average Posting Period	Annual Wages
Medical Receptionist	neither easy nor difficult	38 days	\$30,900 - \$37,800
Medical Biller/Coder	moderately easy	38 days	\$41,000 - \$50,150
Medical Secretary	moderately difficult	38 days	\$41,450 - \$50,650
Phlebotomist	very easy	46 days	\$33,800 - \$41,350
EKG Technician	very easy	55 days	\$41,750 - \$51,050

**Skills, Tools, and Technologies and Certifications.** The most frequently mentioned skills, tools, technologies, and certifications are shown in the table below.

	Skills	Certifications
Medical Receptionist	bilingual Spanish, accounts payable, spreadsheet software, filing system, medical billing	Health Insurance Portability and Accountability Act (HIPAA), Better Business Bureau (BBB), Basic Life Support (BLS), Certified Medical Assistant (CMA)
Medical Biller/Coder	ICD-10/ICD-9, medical billing, encoders, accounts receivable, electronic medical record (EMR) systems	Certified Coding Specialist (CCS), Registered Health Information Technician (RHIT), Registered Health Information Administrator (RHIA), American Health Information Management Association (AHIMA), Health Insurance Portability and Accountability Act (HIPAA)
Medical Secretary	medical billing, technical support, bilingual, billing software, ICD-10/ICD-9	Certified Occupational Therapy Assistant (OTA), Better Business Bureau (BBB), Health Insurance Portability and Accountability Act (HIPAA)
Phlebotomist	Laboratory Information System, quality control, bilingual (Spanish), bilingual, electrocardiography machines (EKG)	Phlebotomist, Histotechnician/Phlebotomy Certificate (ASCP), Certified Practical Nurse, long-term care (CPNL, LTC), Hematologist, Medical Technologist (MT)
EKG Technician	electrocardiography machines (EKG), emergency room, stretchers, mechanical lifts, bilingual Spanish	Basic Life Support (BLS), Certified Registered Nurse (RN), Certified Cardiographic Technician (CCT), Certified Electroencephalographic Technologists (EEG), Basic Cardiac Life Support (BCLS)

**Industries.** Most Medical Office Assistants were employed by offices of physicians, hospitals, dialysis centers, or medical laboratories. However, employment intermediaries, such as employment placement agencies and temporary help services, aided in the placement of some Medical Office Assistants, as shown in the table below.

	Offices of Physicians	Hospitals	Dialysis Centers	Medical Laboratories	Employment Placement Agencies	Temporary Help Services	Other
Medical Receptionist	22%	-	-	-	18%	16%	44%
Medical Biller/Coder	10%	-	-	-	32%	10%	48%
Medical Secretary	17%	15%	8%	-	12%	5%	43%
Phlebotomist	5%	3%	-	57%	2%	1%	32%
EKG Technician	-	17%	-	-	17%	-	66%

<u>Medical Receptionist</u>	
Advertiser	Volume
RadNet, Inc.	4
Office Team	4
ENT and Allergy Associates, LLP	4
ABC Employment Agency	4
Workforce Resources	3

**Employers.** The top five employers advertising for each of the five occupations over the past 16 weeks appear in the tables on this page.

<u>Medical Biller/Coder</u>	
Advertiser	Volume
Accountemps	7
SpineSearch	5
Cornell University	4
Execu Search	4
Maxim Healthcare	3

<u>Phlebotomist</u>	
Advertiser	Volume
Quest Diagnostics	40
Laboratory Corporation of America	33
Westat	17
Execu Search	4
The American National Red Cross	4

<u>Medical Secretary</u>	
Advertiser	Volume
Execu Search	14
North Shore Long Island Jewish	6
DaVita, Inc.	5
Winthrop-University Hospital	5
La Bella Baskets	4

<u>EKG Technician</u>	
Advertiser	Volume
Institute for Family Centered Services	2
United Staffing Inc.	1
Bon Secours	1
Guidance Corporation	1
New Wave People, Inc.	1

The top advertising employers from the previous 16 weeks are shown on the next page for comparison purposes.

<b>Medical Receptionist</b>	
<b>Advertiser</b>	<b>Volume</b>
Health Plus	6
ENT and Allergy Associates, LLP	6
RadNet, Inc.	6
The Bachrach Group	6
Lloyd Staffing	3

<b>Medical Biller/Coder</b>	
<b>Advertiser</b>	<b>Volume</b>
Execu Search	8
Promed Personnel, Inc.	7
Accountemps	7
The Bachrach Group	6
United Staffing Inc.	5

<b>Medical Secretary</b>	
<b>Advertiser</b>	<b>Volume</b>
North Shore Long Island Jewish	9
La Bella Baskets	6
DaVita, Inc.	5
Promed Personnel, Inc.	3
Cornell University	3

<b>Phlebotomist</b>	
<b>Advertiser</b>	<b>Volume</b>
Laboratory Corporation of America	25
Quest Diagnostics	15
Westat	7
Bio Reference Laboratories, Inc	3
Medical Staffing Services	3

<b>EKG Technician</b>	
<b>Advertiser</b>	<b>Volume</b>
Aerotek	1
South Nassau Communities Hospital	1
Allegis Group	1



## SELECTED JOB ADS

The following listings include one for each of the five occupational areas related to the Medical Office Assistant program at Queensborough Community College (QCC).

### Bilingual Medical Receptionist (ENT and Allergy Associates, LLP)

#### General Info

Employer: ENT and Allergy Associates, LLP  
Location: New York, New York  
Occupation: Medical Secretaries  
WANTED ID: 313118086  
First Posted: April 30, 2013  
Last seen: April 30, 2013

#### Additional Info

Salary: \$36,000  
Job Type: Full-Time  
Diversity friendly: Unknown

#### Description

ENT and Allergy Associates, New York and New Jersey's premier ENT and Allergy medical practice, is seeking self-motivated, people-friendly full time Medical Receptionists in our Manhattan and Brooklyn offices.

Responsibilities: scheduling patient appointments; assisting incoming patients; verifying insurance coverage; entering patient demographics into the computer; pulling and filing medical charts; assisting the office manager and physicians as needed.

Job Requirements: Must be able to work in a fast paced environment. NextGen a plus. Must speak Spanish. Must be able to work independently as well as part of a team. Experience in the medical field and knowledge of medical insurance a plus. We offer a competitive salary and a superior benefits package including medical and dental coverage.

#### References

Site: CareerBuilder  
URL: <http://www.careerbuilder.c...ob did=JHM0YM6D706CDP76BHL>

## Certified Medical Coder Biller (American Orthopedic and Sports Medicine)

### General Info

Employer: American Orthopedic and Sports Medicine  
Location: New York, New York  
Occupation: Medical Records and Health Information Technicians  
WANTED ID: 310855649  
First Posted: May 06, 2013  
Last seen: May 06, 2013

### Additional Info

Salary: \$46,000  
Job Type: Part-Time  
Diversity friendly: Unknown

### Description

AGENCIES DO NOT APPLY Bergen County Orthopedic Surgeon looking for PART TIME Certified Medical Biller/Coder to work from your own home. We use Mac Practice and will set you up with system and all access necessary. Will train on Mac Practice. Must have solid references. You will report to our office for weekly for meetings.

Duties: \* All surgical and patient billing/coding and posting payments. Follow up with insurance payments and attorneys if necessary. Collections, arbs. Mac Practice experience a +. \* Maintain continuity of work operations by documenting and communicating actions, irregularities, and continuing needs. Running weekly reports for the doctor. \* Maintain patient confidence by keeping patient records information confidential. \* Must be prepared to learn ICD-10.

### References

Site: LinkedIn  
URL: <http://www.linkedin.com/jobs?viewJob=&jobId=5623868>



## Medical Secretary (North Shore University Hospital)

### General Info

Employer: North Shore University Hospital  
Location: New York, New York  
Occupation: Medical Secretaries  
WANTED ID: 313634814  
First Posted: May 18, 2013  
Last seen: May 20, 2013

### Additional Info

Salary: \$36,000  
Job Type: Full-Time  
Diversity friendly: Unknown

### Description

As Medical Secretary you will perform diversified secretarial duties related to a clinical support office. Responsibilities include: Performs diversified secretarial duties which may include, but are not limited to: typing various correspondence, reports, articles, etc; scheduling appointments, meetings, events, etc; maintaining conventional or computer-based files, records, etc.; taking meeting minutes; performing receptionist duties; answering, screening, routing telephone calls; taking, delivering messages; gathering and recording information, providing general service information; filing patient records; collecting and recording payments; preparing statistical data; keeping inventory and ordering supplies.

Qualifications: High School Diploma or equivalent, required. Minimum of one (1) year prior clerical experience, required. Demonstrated knowledge of medical terminology, required. Working knowledge of PC applications, required. Typing 30 wpm, required. Ability to communicate effectively.

Our Culture: Transforming care, optimizing patient satisfaction and creating better patient outcomes are just some of the things our talented team members are doing at North Shore-LIJ each and every day. As a culture committed to providing our customers with the highest quality service, we stand behind our core values: Patients first; Caring; Excellence; Innovation; Integrity and Teamwork. It is our commitment and our culture that sets us apart from others and is the cornerstone of everything we do. Join an organization whose team members are valued, cared for and offered continuous opportunities to grow.

Click on the link to learn more about us: [www.northshorelij.com/goals](http://www.northshorelij.com/goals) Please note: North Shore-LIJ is a smoke-free environment. Smoking and the use of tobacco products is strictly prohibited anywhere on campus, including parking lots and outdoor areas on the premises. Free smoking cessation programs and quit medications are offered to team members who wish to quit through the North Shore-LIJ Center for Tobacco Control.

Job: Medical Clerical/Secretarial Primary Location: Forest Hills Hospital -- Forest Hills Organization: Forest Hills Hospital Schedule: Full Time Shift: Day Job 8:00 AM - 4:00 PM

### References

Site: The Job Network  
URL: <http://jobs.thejobnetwork.com/Job/9462066/3>

## Phlebotomy Metro (Laboratory Corporation of America)

### General Info

Employer: Laboratory Corporation of America

Location: New York, New York

Occupation: Phlebotomists

WANTED ID: 301839608

First Posted: March 29, 2013

Last seen: April 09, 2013

### Additional Info

Salary: \$30,000

Job Type: Full-Time

Diversity friendly: Unknown

### Description

You love to interact with patients and play a role in their overall healthcare experience. As our PST Specialist, you'll be able to do just that. Our technology is second to none in the industry, and you'll work with new electronic reporting and accuracy tools, allowing you to focus on your patients and increase your success rates. Along with patient collection and obtaining specimens for processing, you'll pack and ship specimens as well as prepare samples. Your daily interaction with patients and sense of ownership will be essential to our success.

### References

Site: TAOonline

URL: <http://www.taonline.com/jo...YC-LabCorp-New-York-NY-USA>





## EKG Technician (South Nassau Communities Hospital)

### General Info

Employer: South Nassau Communities Hospital  
Location: Oceanside, New York  
Occupation: Cardiovascular Technologists and Technicians  
WANTED ID: 285863755  
First Posted: February 02, 2013  
Last seen: February 02, 2013

### Additional Info

Salary: \$62,000  
Job Type: Full-Time  
Diversity friendly: Unknown

### Description

EKG Tech Department: EKG Schedule: Per Diem Shift: Days (Shift 1) Hours: Varied days 8:00am-4:00pm / 7:00am-3:00pm Job Details: - High School Diploma/GED/Equivalent

Position Requirements: High school graduate. Completion of certificate course in EKG technology or one year experience doing EKGs.

Position Responsibilities: To perform EKGs efficiently and accurately in a timely manner. Is cognizant of the philosophy, standards, objectives, and policies of the department and the hospital.

### References

Site: JOBcentral  
URL: <http://jcnlx.com/aac3355786cb4fab9c93f0a0dc1e464b124>

*This workforce solution was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.*

**SOURCE** | NYCLMIS analysis of data from Wanted Analytics' Hiring Demand Dashboard, Talent Requirements, and Talent Sourcing applications.

