Ventura County

Provider Maintenance Assistant

SALARY	$28.64 - $40.06 Hourly $2,290.85 - $3,205.15 Biweekly $4,963.52 - $6,944.50 Monthly $59,562.19 - $83,334.02 Annually	**LOCATION**	Ventura, CA
JOB TYPE	Full-Time	**JOB NUMBER**	0030HCA-26AB (RF)
DEPARTMENT	Health Care Agency	**DIVISION**	Ventura County Health Care Plan
OPENING DATE	11/02/2026	**CLOSING DATE**	11/6/2026 5:00 PM Pacific

Description



Under general supervision, the Provider Maintenance Specialist is responsible for maintaining, analyzing, and reporting provider data, to ensure accuracy and meet regulatory requirements within the Ventura County Health Care Plan.

IDEAL CANDIDATE

The ideal candidate is a highly organized, analytical, and detail-oriented professional with strong communication, administrative, and customer service skills. They demonstrate the ability to manage a high volume of work, maintain accurate provider data and records, prepare reports and correspondence, and respond effectively to provider and member inquiries. The candidate possesses proficiency in Microsoft Word and Excel, strong problem-solving skills, and the ability to interpret and follow established procedures and regulatory requirements. They are committed to providing excellent customer service, maintaining provider network information, supporting departmental operations, and building positive working relationships with providers, members, colleagues, and management. Experience with managed health care, provider networks, DMHC regulations, and provider communications is highly desirable.

PAYROLL TITLE: Administrative Assistant I

EDUCATION/BILINGUAL INCENTIVE

Incumbents may be eligible for an educational incentive of 2.5%, 3.5%, or 5% based on completion of an Associate's, Bachelor's, or Master's degree that is not required for the classification. Incumbents may also be eligible for bilingual incentive depending upon operational need and certification of skill.

AGENCY/DEPARTMENT: Health Care Agency - Ventura County Health Care Plan

The eligible list established from this recruitment may be used to fill current and future Regular (including Temporary and Fixed-term), Intermittent, and Extra Help vacancies for this position only. There is currently one (1) Regular vacancy.

Administrative Assistant I is represented by the Service Employees International Union (SEIU) and is not eligible for overtime compensation.

TENTATIVE SCHEDULE

OPENING DATE: 11/2/2026

CLOSING DATE: 11/6/2026

Examples Of Duties

Duties may include, but are not limited to the following:

- Maintains and ensures the accuracy of the provider data in the QNXT claims processing system to include provider enrollment,
- Answers incoming calls from providers and members;
- Analyzes and prepares a variety of reports and correspondence including surveys;
- Conducts the After-Hours survey and directory usability testing and completes all required reporting;
- Performs a variety of staff projects and assignments in direct assistance to departmental management staff;
- Oversees all aspects of the Departed and Added Provider Process; including provider directory maintenance and provider communications via portal, email, phone and return process;
- Maintenance of provider services spreadsheets;
- Provides customer service to prospective and current members, as well as clinics and other entities with the County; assisting with, but not limited to such things as Primary Care Physician(PCP) changes, ID card requests, access issues, provider education, provider site visits, etc.;
- Maintains Standard Operating Procedures (SOP's) specific to their areas of responsibility;
- Provides back-up support to the credentialing and provider dispute functions; and
- Performs other related duties as required.

Typical Qualifications

These are entrance requirements to the examination process and assure neither continuance in the process nor placement on an eligible list.

EDUCATION, TRAINING, AND EXPERIENCE

Some education and/or experience which would provide the required knowledge, skills and abilities (KSA's).

Administrative Assistant I, could typically be demonstrated by possession of an Associate Degree in a related field and/or one (1) years of administrative, clerical, or office support, related experience.

*Additional related experience can be substituted for the education on a year for year basis.

NECESSARY SPECIAL REQUIREMENTS

- Possession of or the ability to obtain and maintain a valid California driver license
- Excellent written communication skills must be demonstrated in the completion of the employment application and supplemental questionnaire
- Proficiency in Microsoft Word and Excel

DESIRED

- Experience with Department of Managed Health Care (DMHC) regulations
- Experience contacting provider offices to educate or resolve issues
- Experience with provider networks in Managed Health Care
- Experience with VCHCP provider network

Supplemental Information: Works primarily in an office environment but may be required to visit various provider offices throughout Ventura County.

Knowledge, Skills, and Abilities0

Working to considerable knowledge of: principles and techniques of administrative analysis; organization; public relations; customer service; maintenance of provider enrollment and monitoring within a system database; Microsoft Word and Excel.

Working to considerable ability to: provide effective customer service; prepare a variety of reports and recommendations; communicate orally and in writing; establish and maintain effective working relationships with co-workers, the general public and outside contractors.

Recruitment Process

FINAL FILING DATE: Applications must be received by County of Ventura Human Resources, Health Care Agency in Ventura, California, no later than 5:00 p.m. on Thursday, November 6, 2026. .

To apply online, please refer to our web site at www.ventura.org/jobs. If you prefer to fill out a paper application form, please call (805) 677-5184 for application materials and submit them to County of Ventura Human Resources - Health Care Agency, 646 County Square Drive, Ventura, CA 93003.

Note to Applicants: Sufficient information must be provided under the Education/Work Experience portions of the application and supplemental questionnaire to thoroughly and accurately demonstrate your qualifications to determine

eligibility. A resume may be attached to supplement your responses in the above sections; however, it may not be submitted in lieu of the application.

NOTE: If presently permanently employed in another "merit" or "civil service" public agency/entity in the same or substantively similar position as is advertised, and if appointed to that position by successful performance in a "merit" or "civil service" style examination, then appointment by "Lateral Transfer" may be possible. If interested, please click here (Download PDF reader) for additional information.

SUPPLEMENTAL QUESTIONNAIRE – qualifying: All applicants are required to complete and submit the questionnaire for this examination at the time of filing. This questionnaire may be used throughout the examination process to assist in determining each applicant's qualifications and acceptability for the position. Failure to complete and submit the questionnaire may result in removal of the application from further consideration.

APPLICATION EVALUATION – qualifying: All applications will be reviewed to determine whether the stated requirements are met. Applicants meeting the stated requirements will be invited to the next step in the examination process.

WRITTEN EXAMINATION - 100%: An un-proctored, internet-based job-related written exam will be conducted to evaluate participating candidates' knowledge of charts and tables, office practices and filing, reading comprehension, mathematics, proofreading, and leadership skills. Candidates must earn a score of seventy percent (70%) or higher to qualify for placement on the eligible list.

Applicants successfully completing the examination process may be placed on an eligible list for a period of one (1) year.

BACKGROUND INVESTIGATION: A thorough pre-employment, post offer background investigation which may include inquiry into past employment, education, criminal background information and driving record may be required for this position.

For further information about this recruitment, please contact Rhiannon Flores by e-mail at Rhiannon.Flores@venturacounty.gov or by telephone at (805) 677-5183.

EQUAL EMPLOYMENT OPPORTUNITY: The County of Ventura is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

Employer
Ventura County

Address
800 S. Victoria Avenue
LOC. #1970
Ventura, California, 93009

Phone
(805) 654-5129

Website
http://hr.venturacounty.gov

Provider Maintenance Assistant Supplemental Questionnaire

*QUESTION 1

1. Describe your experience performing administrative, clerical and/or office support. In your response include the following:
a. Name of employer(s)/institution(s) where you gained this experience:
b. Job title(s) held:
c. A detailed description of the administrative, clerical, or office support responsibilities you performed. :
If you have no such experience, please indicate "no experience."

*QUESTION 2

2. Describe your experience providing effective customer service. In your response, be sure to illustrate the following:
a. the environment in which you gained this experience,
b. the average number of customers you assisted on a daily basis,
c. a brief description of the type of service you provided, and
d. an example of a problem you have resolved.
If you have no such experience, please indicate "no experience."

*QUESTION 3

3. Describe your experience working with provider networks in Managed Health Care. In your response include the following:
a. Name of employer(s)/institution(s) where you gained this experience
b. Job title(s) held
c. Provider Networks that you work with and issues that you addressed and resolved
If you have no such experience, please indicate "no experience."

*QUESTION 4

Do you possess or have the ability to obtain and maintain a valid California driver license by the time of hire?

- ◯ Yes
- ◯ No

*QUESTION 5

Please indicate your Microsoft Word skill level:

- ◯ No experience
- ◯ Beginner
- ◯ Intermediate
- ◯ Proficient

*QUESTION 6

Please indicate your Microsoft Excel skill level:

- ◯ No experience
- ◯ Beginner
- ◯ Intermediate
- ◯ Proficient

* Required Question