



**NORTH EAST MEDICAL SERVICES (NEMS)
VOLUNTEER POSITION DESCRIPTION**

Title: NEMS Management Services Organization (MSO) Volunteer
Location(s): 1710 Gilbreth Road, Burlingame, CA 94010
Host Name: Managed Care Compliance & Audit Manager

SUMMARY OF VOLUNTEER POSITION:

NEMS Management Services Organization (MSO) provides medical management services for Medi-Cal and Medicare members enrolled in a health plan and selected a NEMS network. The NEMS MSO volunteer program will expose individuals who are interested in pursuing a career in health care administration, managed care, and/or insurance.

ESSENTIAL FUNCTIONS:

- Support the migration of a legacy paper-based record and documentation process into a seamless and fully digital process
- Assist with analyzing and digitizing survey information
- Perform basic triage of internal and external inquiries and direct inquiries appropriate MSO team
- Support with miscellaneous projects, general office and administrative tasks as needed

PREFERRED QUALIFICATIONS:

- Excellent communication and/or organizational skills
- Interest in a career in healthcare administration, managed care, and/or insurance
- Ability to travel to the Burlingame office

LANGUAGE:

- Fluent reading, writing, and speaking in English are required
- Fluent in speaking in Chinese, Spanish, or another language is preferred

This is a volunteer position. I, the undersigned, acknowledge that I have read, understood, and accepted this position description and am able to perform these essential job functions without restrictions. I also understand that it may be modified from time to time.

Volunteer Print Name

Volunteer Signature

Date

If the volunteer is under 18 years of age, please also have your parent/guardian sign below:

Parent/Guardian Name

Parent/Guardian Signature

Date



NORTH EAST MEDICAL SERVICES (NEMS) VOLUNTEER POSITION DESCRIPTION

Volunteer Coordinator Name

Volunteer Coordinator Signature

Date

NEMS Host Name

NEMS Host Title

NEMS Host Signature

Date