

Medical Office Assistant Job Analysis EXECUTIVE SUMMARY



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A job analysis was performed in 2019 for the National Center for Competency Testing's (NCCT) National Certified Medical Office Assistant (NCMOA) examination. The purpose of the job analysis is to describe the job activities of the Medical Office Assistant in sufficient detail to provide a basis for the development of a professional, job-related certification examination.

National Center for Competency Testing (NCCT) facilitated the selection of a Job Analysis Committee (JAC) to conduct the activities necessary to identify the responsibilities of a Certified Medical Office Assistant (NCMOA), and to develop the detailed test plan. The diversity of this group was reflective of the Medical Office Assistant's job. All JAC members demonstrated expertise in the duties and activities associated with this profession.

The study involved the development of a job analysis survey, distribution of the survey to current Medical Office Assistants, and an analysis of the responses. The detailed test plan for the Certified Medical Office Assistant was developed on the basis of these data. The JAC was responsible for the following six tasks:

- 1 Developing a definition of the medical office assistant
- 2 Identifying tasks for the survey instrument
- 3 Determining an appropriate rating scale
- 4 Determining the relevant demographic variables of interest
- 5 Integrating the definitions, tasks, rating scale, and demographics into a survey instrument
- 6 Developing the detailed test plan based on the data from the survey.