

	Department	600 Product Management
	Job Title	Survey Administrator
	Document ID:	600-0011-r100301 Survey Administrator.docx
	Document Date:	2010.3.02:11:02

JOB TITLE		EFFECTIVE DATE	PERCENT OF TIME
Survey Administrator		1 March 2010	100%
DEPARTMENT/DIVISION	SUPERVISOR'S TITLE		WORK LOCATION
600 Product Management	Product Manager		SHP Main Office
SUPERVISION/DIRECTION RECEIVED			
	Close Supervision	X	Supervision
	Direction		General Supervision
			General Direction
			Other
MANAGEMENT LEVEL			
	Supervisory		Non-Supervisory
			X Not Applicable

GENERAL SUMMARY OF DUTIES / RESPONSIBILITIES
<p>The SHP Survey Administrator plays the lead role in the administration of SHP for Patient Satisfaction™ surveys. Duties and Responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Performs data entry both manually and using survey scanning equipment. Data entry includes transcribing any written comments. • Ensures HIPAA and other compliance for SHP for Patient Satisfaction™ survey processes. • Create the 20% quality assurance re-sampling frame • Respond to the patient calls and edit the original sampling frame accordingly • Perform other duties as required to administer SHP for Patient Satisfaction™ survey • Coordinate communication with clients with Customer Management. • Provides support to Office Manager on an as available basis.

BACKGROUND AND SKILLS REQUIREMENTS:			
Education (Check Minimum level)		Experience	Computer Skills
	High School	Healthcare Industry	PC (Windows Based)
X	Associate Degree in related field	Trade Shows	X MS Word
	Bachelor degree in related field	Conferences	X MS Excel
	Graduate Degree in related field	Public Speaking	MS PowerPoint
	Doctorate in related field	Presentation Skills	MS Access
		Cold Calling	Microsoft SQL Server 2005 & 2008
			Ms Project
Technology Skills		Other Required Experience	MS Visio
	Visual Basic .Net	GoTo Meeting	Dreamweaver
	Visual Studio 2000, 2005 and 2008	Webinars	Sharepoint
	Selenium Web Testing	Teleconferencing	Adobe Acrobat Professional
	Nunit Testing Framework	Knowledge of Relational Data Base Structure	SQL Server Queries
	XML and .Net Webservice Technology		Adobe CS4 Design Suite



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SPECIAL CONDITIONS OF EMPLOYMENT (Licenses, certificates, credentials, altered work schedules, furloughs, travel, etc.)

- Knowledge, Skills, Abilities, and Experience:
- Work experience (minimum of 3 years)
 - Attention to detail
 - Good phone skills
 - Solid basic computer skills (Excel, Word, etc.)
 - Spanish-speaking preferred, but not required

ESSENTIAL DUTIES OF THE JOB

PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
80	Daily	Data Control Clerk II Collects, reviews, and inputs data into a computer processing system; audits output data. May be expected to code data and input data for computer processing. Identifies and resolves production related errors. Maintains and revises procedural lists, control records and coding schemes to process source data.
20	Daily	Office Services Assistant Provides support duties to the organization as needed. Distributes incoming mails and prepares outgoing mail for shipping using postage meter. Acts as a backup receptionist and provides administrative services to staffs by copying documents, getting office supplies and kitchen supplies. Performs general maintenance of the facility and office equipment.

NON-ESSENTIAL DUTIES OF THE JOB

PERCENT OF TIME	FREQUENCY (d,w,m,q,y)	NON-ESSENTIAL DUTIES
		None

REQUIREMENTS:

"F" for frequently; "O" for occasionally; "N" for not at all.

PHYSICAL		Must carry/lift loads of:		ENVIRONMENTAL		
On the job the employee must:		X	Light (up to 25lbs.)	On the job the employee:		
X	Bend		Moderate (25-50lbs.)		Is exposed to excessive noise	
X	Sit		Heavy (over 50lbs.)		Is around moving machinery	
X	Kneel/Squat				Is exposed to marked changes in temperature and/or humidity	
X	Stand	MENTAL				
X	Walk		On the job the employee must be able to:		Is exposed to dust, fumes, gases, radiation, microwave (circle)	
	Crawl					
X	Climb Stairs, Steps	X	Read/comprehend			
X	Push/Pull	X	Write			
X	Handle objects (manual dexterity)	X	Perform calculations	X	Drives motorized equipment	
		X	Communicate orally			Works in confined quarters and is subjected to typical office noise
X	Reach above shoulder level	X	Reason and analyze			
X	Use fine finger movements					
	Other:		Other		Other	