
	Department	600 Product Management
	Job Title	Survey Analyst
	Document ID:	600-0013-r100603 Data Entry.docx
	Document Date:	2010.6.03:11:18

JOB TITLE		EFFECTIVE DATE	PERCENT OF TIME
Data Entry Clerk		3 June 2010	100%
DEPARTMENT/DIVISION	SUPERVISOR'S TITLE		WORK LOCATION
600 Product Management	Director of Client Services		SHP Main Office
SUPERVISION/DIRECTION RECEIVED			
	Close Supervision	X	Supervision
	Direction		General Supervision
			Other
MANAGEMENT LEVEL			
	Supervisory		Non-Supervisory
			X Not Applicable

GENERAL SUMMARY OF DUTIES / RESPONSIBILITIES
<p>The data entry clerk plays an integral role in the timely and accurate processing 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.

BACKGROUND AND SKILLS REQUIREMENTS:			
Education (Check Minimum level)		Experience	Computer Skills
<input checked="" type="checkbox"/>	High School	Healthcare Industry	PC (Windows Based)
<input type="checkbox"/>	Associate Degree in related field	Trade Shows	<input checked="" type="checkbox"/> MS Word
<input type="checkbox"/>	Bachelor degree in related field	Conferences	<input checked="" type="checkbox"/> MS Excel
<input type="checkbox"/>	Graduate Degree in related field	Public Speaking	MS PowerPoint
<input type="checkbox"/>	Doctorate in related field	Presentation Skills	MS Access
<input type="checkbox"/>		Cold Calling	Microsoft SQL Server 2005 & 2008
<input type="checkbox"/>			Ms Project
Technology Skills		Other Required Experience	MS Visio
<input type="checkbox"/>	Visual Basic .Net	GoTo Meeting	Dreamweaver
<input type="checkbox"/>	Visual Studio 2000, 2005 and 2008	Webinars	Sharepoint
<input type="checkbox"/>	Selenium Web Testing	Teleconferencing	Adobe Acrobat Professional
<input type="checkbox"/>	Nunit Testing Framework	Knowledge of Relational Data Base Structure	SQL Server Queries
<input type="checkbox"/>	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 6 months)
- Attention to detail
- Good phone skills
- Solid basic computer skills (Excel, Word, etc.)
- Excellent English Language skills
- Fluent Foreign Language Skills are preferred (Spanish, Chinese, Russian, Vietnamese)

ESSENTIAL DUTIES OF THE JOB

PERCENT OF TIME	FREQUENCY	ESSENTIAL DUTIES* (List in order of importance)
100	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.

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		Drives motorized equipment
		X	Communicate orally	X	
X	Reach above shoulder level	X	Reason and analyze		Works in confined quarters and is subjected to typical office noise
X	Use fine finger movements				
	Other:		Other		Other