



Position Description

Title: Carequality Operations Specialist

Reports to: Carequality Sr. Operations Manager

FLSA Status: Exempt, Full Time

Supervisory Responsibility: N/A

Salary Range: \$54,200 – \$60,600

POSITION SUMMARY:

The Carequality Operations Specialist serves as the primary resource for the Carequality Operations workflows in support of Carequality and Recognized Coordinating Entity (RCE) Frameworks. The Coordinator works in consultation with the Sr. Operations Manager, Program Managers, and Executive Director (ED).

The Operations Specialist works with the Sr. Operations Manager to design, maintain, and execute workflows, policies, and procedures for Carequality and the RCE for both internal and external stakeholders.

This position is currently remote.

What is Carequality?

Carequality provides a national-level, consensus-built, interoperability framework to enable exchange between and among health data-sharing networks. Carequality brings together a diverse group of representatives, including electronic health record (EHR) vendors, record locator service (RLS) providers, and other types of existing networks from the private sector and government, to determine technical and policy agreements to enable data to flow between and among networks, platforms, and geographies, much like the telecommunications industry did for linking cell phone networks.

ESSENTIAL FUNCTIONS

- Assist Sr. Operations Manager in developing, planning, and coordinating operational activities
- Develop, maintain, and optimize internal process artifacts including workflow guides and best practices
- Develop and implement quality control measures
- Recommend and implement new procedures for increasing efficiency of day-to-day operations
- Conduct Quality Assurance initiatives and Project Management activities related to onboarding of new and prospective organizations
- Manage support lines, conduct initial scoping calls, and triage to appropriate subject matter experts
- Contribute to inter-customer troubleshooting, perform project management, and document management functions
- Provide operational support for collaborative forums, issue resolution, agenda development, and stakeholder analysis



- Execute customer invoicing and contracting operations
- Complete other projects as assigned by leadership

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent customer service skills and organizational skills
- Strong verbal and written communication skills
- Ability to conceptualize and understand complex operational issues focused on timely resolution in a setting that requires coordination across multiple parties.
- Ability to adapt quickly to complex culture and develop successful professional relationships with key stakeholders.
- Ability to complete tasks accurately and within strict time constraints and simultaneously manage multiple projects with minimal supervision
- Must be experienced and comfortable working in a fast-paced environment and able to deal well with change and ambiguity.
- Proficiency with Microsoft Office applications (Word, Excel, PowerPoint, SharePoint, PowerBI etc.)
- Experience with Salesforce

EDUCATION, TRAINING, AND EXPERIENCE:

- Bachelor's degree or equivalent experience required.
- Minimum of 3 years' experience in health IT, with at least 2 years' experience in health information exchange operations or Project Management, preferably with Carequality-related experience as an Implementer or Connection
- PMI CAPM Certification Preferred

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work on a computer for extended periods of time.
- Ability to stand or sit for extended periods of time.
- Extended working hours and overnight travel may be necessary; approximate travel: 10%
- Ability to lift 15 to 20 lbs.

“All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law (such as cancer), genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances.”

Please send resumes to HR@carequality.org