



QI/QA Assistant

DEPARTMENT: Business Services
REPORTS TO: Data Outcomes Specialist
CLASSIFICATION: Non-Exempt

OF HOURS: Part-Time, 20 hrs
PAYRATE: D.O.E.

POSITION PROFILE:

The QI/QA Assistant assists the Data Outcomes Specialist with developing and maintaining the “Efforts to Outcomes” (aka ETO by Social Solutions Inc) database(s) for agency electronic records and performance metrics. This position will receive on-the-job training on ETO as needed in order to fulfill job duties.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Serves as the first point of contact for staff for any data and ETO-related enquiries.
- Maintains database “support desk”; prioritizes support tickets based on need.
- Assists in developing database policy and procedure manuals.
- Monitors quality assurance on a day-to-day basis; data clean up and maintenance.
- Assists program staff with data entry as needed.
- Provides training and/or support to staff as needed.
- Extracts database information and manipulates data for reports.
- Cleans, modifies and imports data gathered from other data systems or spreadsheets.
- Modifies and builds data entry interface as instructed.
- Assists in planning and implementing electronic outcome measurements.
- Assists Dir. of Contracts & Compliance in completion of Program Reviews of electronic records.
- Performs other tasks as assigned by the Data Outcomes Specialist.

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor’s Degree in a Social Science, Statistics, Computer Science or other relevant field.
- Experience using various computer software, including software to clean and analyze data.
- Proficient in Microsoft Office; Superb Excel skills.
- Some database experience preferred; ETO experience a plus.
- Experience in social/human services and program evaluation preferred.
- Customer service and/or technical assistance experience.
- Bilingual Spanish a plus.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent attention to detail, accuracy, and dependability.
- Ability to manage multiple tasks simultaneously.
- Excellent written and verbal communication skills.



QI/QA Assistant

WORKING CONDITIONS:

ENVIRONMENT: Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.