

## **Associate, Data Quality & Reporting**

---

Reports To: Director, Operations & Corporate Compliance

**Rhode Island Quality Institute (RIQI)** is a non-profit organization dedicated to improving the quality, safety, and value of healthcare in the state.

### **Description:**

---

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for this position. Reasonable accommodations may be made, upon request, to enable individuals with disabilities, who otherwise meet the qualifications, to perform the essential functions of the position.*

### **Job Summary:**

The Data Management function is responsible for operational aspects associated with data quality, use, and reporting. This position develops and executes plans, policies, and practices that control, protect, deliver, and enhance the value and integrity of the company's data and information assets. This position also conducts data quality assurance, evaluation, and reporting. This role includes monitoring and maintaining the quality of the company's databases, generating operational reports, analyzing data, and trouble-shooting discrepancies.

### **Essential Duties & Requirements:**

- Assists with creating controls to preserve the integrity of the information being reported.
- Generates reports on operational and project-based metrics.
- Monitors the quality of the company's data and information, reports on results, and recommends corrective action plans and alternative methods for administration.
- Investigates data quality problems, conducts root-cause analysis, corrects errors, and develops process improvement processes across all programs.
- In partnership with program managers, works with business partners on data anomalies and requests for information.
- Works with vendors for evaluation of data reporting enhancements.
- Performs other project duties as assigned.

### **General Requirements:**

- Knowledge and understanding of computer systems/applications. Experience with analysis and documenting user requirements.

- Experience in documenting system operation (user guides), developing test scripts and scenarios, and executing user testing.
- Proven record of understanding the tracking of information as it relates to the Key Performance Indicators (KPIs) for demand management.
- Strong problem analysis and problem-solving skills. Comfortable working with data and resolving ambiguous issues.
- Strong communication skills and ability to interpret technical language and translate for business users, physicians, and providers.
- Ability to work in a fast-paced dynamic environment and handle multiple tasks.
- Desire to gain a deeper understanding of business processes.
- Excellent written and verbal communication and presentation skills.
- Establishes and maintains strong, working relationships with various stakeholders.

## **Minimum Qualifications**

---

### **Education and Experience:**

- A BA/BS degree in a quantitative field of study, such as Business or Computer Science.
- Two years' experience in business data management and reporting, data analytics, or data stewardship.
- Experience with systems analysis and/or system administration.
- Meticulous attention to detail due to the sensitivity of data.
- Intermediate to advanced MS Excel skills including conditional statements, complex/nested formulas, charts and graphs, pivot tables, lookups, filtering, auditing tools, arrays, etc. Knowledge of VBA is a plus.
- High comfort level in manipulating and querying large data sets. Relational database management experience, such as in Access or SQL Server, strongly preferred.

## **Desired Qualifications**

---

- Healthcare background desirable.
- Salesforce.com experience especially as a developer, highly desirable.

### **Licenses and/or Specialized Knowledge:**

None

### **Supervisory Responsibilities:**

None

**Work Environment:**

This position will work in normal business office conditions.

**Physical Demands:**

The tasks of this position are typical for working in an office environment. An associate is regularly required to perform tasks while sitting at a desk, using normal hand dexterity. Mobility is required, including standing, moving about, and sitting. Occasional travel out of the office for meetings, etc. may be required. Good vision is required, including both close and distant objects. Must be able to maintain a good attendance record.

**Prepared By:**        **Michelle L. Dexter**  
**Date:**                **December 28, 2011**

The statements contained herein reflect information necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

*Rhode Island Quality Institute is an EEO/AA Employer.*