

## Associate, Operations

---

Reports To: Manager, Operations

**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:**

This position is an essential role in the operations of RIQI's health information technology programs. The Associate in Operations is the community-facing voice of RIQI providing information to physicians, patients, and partners about RIQI and its' programs. The Associate answers patient questions, assisting them through enrollment and program activities, and processing their requests. This position also assists physicians with enrollment and utilization of program services and facilitates information exchange, program reimbursement, and milestone management.

### **Essential Duties and Requirements:**

- Responds to physician and patient questions via telephone, e-mail, fax, and mail.
- Conducts outbound contacts and outreach to physicians.
- Assists physicians with the application, survey, and orientation process.
- Processes applications, attestations, and contracts.
- Processes physician program documents and patient panel data.
- Processes invoices and prepares remittance advices.
- Processes subsidy payments
- Manages collateral and maintains inventory control.
- Conducts quality control processes and data entry transactions.
- Completes document management processes.
- Monitors and reports on daily operations inventories and controls.
- Assists physicians with program services and utilization.
- Stays informed on program outreach efforts and health information technology developments in order to properly respond to physician inquiries.
- Maintains confidentiality and security of documents.
- Provides Program Support: tracks action items and follows up on outstanding items, compiles status reports, creates program reporting and basic analytics, creates operational business process improvement plans, and documents process / procedures, communicates with the program/project team.
- Performs other duties as assigned.

**General Requirements:**

- Proven experience in critical thinking and problem-solving skills in a fast-paced environment resulting in high-quality, timely, accurate results.
- Experienced managing multiple work streams and critical deadlines essential.
- Excellent interpersonal, verbal, and written communication skills.
- Strong quality control, data entry, and document management.
- Proficient in Microsoft Office, Excel, and database systems.
- Experienced in transaction processing, tracking, internal controls, and reporting.

**Minimum Qualifications**

---

**Education and Experience**

- Bachelor's degree or comparable professional experience.
- Minimum of two years' industry experience preferred.

**Desired Qualifications**

---

- Experience and knowledge of Electronic Health Records Systems strongly preferred.
- Experience working within the medical provider community or healthcare industry preferred.
- Client service experience preferred.
- Strong conflict management skills.
- Ability to perform as a team player and to demonstrate other key competencies such as planning and organizing, analytical, detail-oriented, accountability and adaptability.
- Experience performing Intermediate Project Analyst / Coordinator role with proficiency in MS Visio, MS Project, SharePoint and Outlook is a definite plus.

**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:** Josie Santilli & Maria Sheila Mandros

**Date Revised:** February 10, 2012

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.*