



Job Description	
Job Title:	Operations Administrator
Reports to:	Senior Manager, Operations and Compliance
FLSA Classification:	Non-Exempt
<p>General Description: The Operations Administrator is responsible for performing a number of key operational functions related to assuring the integrity and accuracy of exchanging data, user access controls, compliance and audit reviews, and other activities necessary for the reliable and accurate functioning of the health information exchange. Responsible for the reliable execution of one or more business processes per HEALTHeLINK Policies and Procedures.</p>	
<p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Execute existing operational workflow processes as assigned in response to operational, stakeholder, or user needs that are compliant with HEALTHeLINK Policies • Process the daily inflow of patient consent forms and OCR scanning, as needed • Perform daily data management and validation functions from the clinical data sources to manage the integrity of the MPI (Master Patient Index) and the accurate attachment of clinical results to the appropriate patient • Manage User Account set-ups, changes and deactivations per applicable HEALTHeLINK Policies and Procedures • Perform investigations as to the appropriateness of access to patient clinical data in response to patient or stakeholder requests or internal audits • Participate in testing efforts to validate the functional operation of the exchange • Submit and update tickets related to issues and tasks • Assure patient PHI data that is handled within HEALTHeLINK is operationally secure and done so in a manner compliant with HEALTHeLINK Policies • Create daily, weekly, and monthly operational performance statistics and reports for management and stakeholder reporting • Provide operational support to the users of the services and the clinical data sources • Participate in HEALTHeLINK projects as requested • Participate in HEALTHeLINK community events • Collaborate with other departments and members of the HEALTHeLINK Team as needed • Other duties as assigned 	
<p>Knowledge and Skill Requirements:</p> <ul style="list-style-type: none"> • Health care experience preferred • Experience with work environments subject to the HIPAA regulations preferred • Demonstrated ability to consistently and reliably perform duties in a timely fashion • Self-starter requiring limited supervision for the planning and execution of daily duties and responsibilities 	



<ul style="list-style-type: none">• Excellent communication skills, both written and verbal• Knowledge of computers and Microsoft Office Software• Ability to work independently under pressure to meet deadlines and company goals
Experience and Education: <ul style="list-style-type: none">• Associates Degree or equivalent required
Security and Privacy Roles: <ul style="list-style-type: none">• Workforce Member
Security and Privacy Responsibilities: <ul style="list-style-type: none">• Read and acknowledge the HEALTHeLINK Security & Privacy Policies.• Implement the HEALTHeLINK Security & Privacy Policies that apply to your roles.• Follow applicable HEALTHeLINK Security & Privacy Procedures that apply to your roles.• Report suspected privacy and/or security incidents promptly to management; participate in incident response if needed.• Complete all training as required by the HEALTHeLINK Training Curriculum.
Physical Requirements: <p>The physical demands are representative of those that must be met to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none">• Light physical effort in an office environment• Frequent computer use / data entry; repetitive motions of the wrist, hands, and/or fingers• Must have close visual acuity to perform activities such as: preparing and analyzing data and figures; transcribing; and viewing a computer• Ability to receive detailed information through oral communication• Must be able to lift up to 20 pounds (files, paper boxes) periodically• Primary sedentary work with occasional bending and reaching

I have reviewed and understand this job description and believe it to be accurate and complete. I understand the Management of HEALTHeLINK retains the right to change the job description as it deems necessary. I will follow and adhere to my job description.

Employee Signature:

Date:

The above job description is not a contractual or binding document; it is provided as a guide to the types of duties required to be undertaken. Duties may vary from time to time and this description is subject to review. Modifications will be made as needed to support changes in the business climate and requirements.