

Career Bands, Career Levels and Position Descriptions

General Overview

This section provides job matching documentation used for this survey report.

- Career Band Summary Description for the Professional Career Band (P), Business Support Career Band (U)
- Career Level General Profiles for the Professional Career Band (P), Business Support Career Band (U)
- Position Descriptions

Career Bands, Career Levels and Position Descriptions

Career Band Summary Descriptions

Professional Career Band (P)

- Work is primarily achieved by an individual or through interdisciplinary, functional and/or project teams
- Requires the application of expertise in professional area(s) to achieve results
- Progression within the Career Band reflects increasing depth of professional knowledge, project management, and ability to influence others

Support Career Band (U)

- Performs clerical/administrative or specialized support tasks in an office or field setting
- May require vocational training or the equivalent experience, but does not require a university degree

Career Bands, Career Levels and Position Descriptions

Career Level General Profiles

Professional Career Band (P)

P4 Specialist

- Requires specialized depth and/or breadth of expertise in own discipline or field
- Leads others to solve complex problems
- Works independently, with guidance in only the most complex situations
- May lead functional teams or projects

P3 Career

- Has in-depth conceptual and practical knowledge in own discipline and basic knowledge of related disciplines
- Solves complex problems
- Works independently; receives minimal guidance
- May lead projects or project steps within a broader project or may have accountability for ongoing activities or objectives
- Acts as a resource for colleagues with less experience
- Level at which career may stabilize for many years or even until retirement

P2 Intermediate

- Has working knowledge and experience in own discipline and broadens capabilities
- Continues to build knowledge of the organization, processes and customers
- Performs a range of straightforward assignments related to discipline
- Uses prescribed guidelines or policies to analyze and resolve problems
- Receives a moderate level of guidance and direction

P1 Entry

- Performs routine assignments using existing procedures
- Has conceptual knowledge of theories, practices and procedures within a discipline, typically acquired through a college university or nursing degree or the equivalent work experience
- Develops competence by performing structured work assignments
- Receives instruction, guidance and direction from others
- Entry level to a professional career progression

Career Bands, Career Levels and Position Descriptions

Career Level General Profiles (continued)

Support Career Band (U)

U4 Lead/Advanced

- Has advanced skills and expertise in a variety of work processes or activities
 - May act as a team lead, coordinating the work of others, but not a supervisor
 - Works autonomously within established procedures and practices
 - Anticipates patterns and links; looks beyond the immediate problem to the wider implications
 - Generates new and innovative solutions to complex problems
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U3 Senior

- Has full proficiency gained through job-related training and considerable on-the-job experience
 - Completes work with a limited degree of supervision
 - Likely to act as an informal resource for colleagues with less experience
 - Identifies key issues and patterns from partial/conflicting data
 - Takes a broad perspective to problems and spots new, less obvious solutions
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U2 Intermediate

- Has working knowledge and skills developed through formal training or considerable work experience
 - Works within established procedures with a moderate degree of supervision
 - Identifies the problem and all relevant issues in straightforward situations, assesses each using standard procedures, and makes sound decisions
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U1 Entry

- Has little or no prior relevant training or work experience
 - Acquires basic skills to perform routine tasks
 - Work is prescribed and completed with little autonomy
 - Works with either close supervision or under clearly defined procedures
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Career Bands, Career Levels and Position Descriptions

Position Descriptions

Function

Administrative/Support Services

Code

7250	Administrative Assistant	Provides a variety of administrative and staff support services to an organizational unit, including budget preparation, personnel changes and preparation/control of records, statistics and reports regarding operations. Administers programs, projects and/or processes. May serve as administrative liaison with others within and outside the company regarding administrative issues related to purchasing, personnel, facilities and operations. May screen and interview job applicants and orient new employees. NOTE: This is not a secretarial position. Use Support (U) Career Band.
6388	Driver	Operates passenger vehicle/van in accordance with established safety procedures. Transports passengers and/or cargo to and from specified destinations. May load, secure and unload cargo. Maintains radio or telephone contact with supervisor or dispatcher to receive delivery or pickup instructions. Performs pre- and post-trip vehicle inspections, documents deficiencies and ensures all safety items are in good working order. Notifies supervisor of current or anticipated repair needs. Performs minor emergency road service. Use Support (U) Career Band.
2460	Executive Secretary	Provides secretarial/administrative support directly to executives (excluding CEO), exercising confidentiality, tact and diplomacy. Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc.; may prepare responses to routine correspondence and inquiries. Receives, screens, and directs incoming calls, visitors, mail and email. Maintains files, records, calendars and diaries; typically arranges business travel, coordinates meeting arrangements and tracks expenses. Participates in the development and implementation of secretarial standards, policies and practices for the organization. Use Support (U) Career Band.
2120	File Clerk	Maintains correspondence, cards, invoices and other classified or indexed records arranged systematically in a file according to an established system. Inserts and removes material upon request and notes its disposition. Performs related routine clerical duties. May search and investigate information contained in files. May insert additional data, prepare reports and provide written information on request. Use Support (U) Career Band.
8568	Grants Writer	Writes and submits pre- and post-award documents and applications related to grants, research funding applications, programs, projects, contracts, awards and clinical trials. Submits proposals to government agencies, foundations, philanthropic organizations and other grant-awarding bodies for award consideration and approval. May consolidate sources of information to ensure application document requirements are complete. Use Professional (P) Career Band.
2330	Mail Clerk	Prepares incoming mail for distribution and processes outgoing mail. Distributes and collects mail, determines and affixes postage. Maintains records on postage, registered mail and packages. Use Support (U) Career Band.
2135	Mail Room Supervisor	Supervises a staff of employees engaged in receiving, sorting and delivering mail, and preparing outgoing mail, packages, etc.
8547	Medical Assistant	Assists physicians in patient exams and office procedures. Maintains supply inventory in exam rooms. Cleans and sterilizes equipment. Orders and unpacks all supplies. Gives injections and draws blood. Use Support (U) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Administrative/Support Services (continued)

Code

8597	Medical Secretary	Provides administrative support utilizing knowledge of medical terminology and procedures in a hospital, clinic or laboratory environment. Takes dictation, transcribes documents, compiles information for recording purposes and prepares reports. Screens and directs telephone calls, schedules appointments and greets visitors. Use Support (U) Career Band.
8553	Medical Staff Coordinator	Coordinates administrative support services for medical staff and officers, including processing of applications and appointments, orientation of new staff members and communication of information between staff departments and administration. Coordinates billing, collection and deposit of staff dues, including maintenance of related records. Use Support (U) Career Band.
2340	Messenger	Delivers and picks up documents, mail, messages, packages and other items as directed to and/or from business establishments and/or private homes. Travels by foot, bicycle, motorcycle, automobile or public transportation. Maintains a log of items picked up and delivered.
2475	Secretary	Provides secretarial/administrative support directly to nonexecutive employees or groups in the organization. Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc. Receives, screens and directs incoming calls, visitors, mail and email. Maintains files, records, calendars and diaries. May arrange business travel, coordinate meeting arrangements, and/or track expenses. NOTE: Secretaries in medical areas should be matched to Medical Secretary (Position 8597). Use Support (U) Career Band.
2555	Switchboard Operator	Answers multiple incoming telephone lines. May direct internal and external calls with the aid of a computerized database. Serves as a liaison between physicians, physician offices, medical facilities and customers. Use Support (U) Career Band.
8660	Unit Secretary	Prepares, compiles and maintains patient and operational records in the nursing unit. Performs general secretarial and clerical duties. Use Support (U) Career Band.
2690	Word Processing Operator	Uses appropriate software packages to prepare standard and/or complex documents from various sources of written or dictated input which may include page layouts and difficult charts. Enters corrections and revisions and proofreads material for accuracy and completeness, applying knowledge of department terminology and organization practices. May operate desktop publishing equipment and utilize integrated software packages to complete various assignments. Produces various types of presentations, such as word processing documents, slides, charts, graphs, etc. Use Support (U) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Clinical Research

Code

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| 8779 | Clinical Analyst | Coordinates the development, implementation and support for Electronic Health Records (EHR)/Electronic Medical Records (EMR) and clinical support systems. Collaborates with clinical decision support teams and stakeholders to ensure the development and implementation of consistent system standards. Use Professional (P) Career Band. |
| 2511 | Research Laboratory Technician | Operates laboratory equipment and performs experimental procedures (e.g., tissue culture, enzyme assays, gel electrophoresis, chromatography, DNA preps). Collects and summarizes laboratory results and documents procedures. May specialize in a particular academic or scientific field. Use Professional (P) Career Band. |

Function

Data Analytics and Business Intelligence

Code

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| 1610
NEW | Data Analytics/Business Intelligence Coordinator | Compiles and analyzes organizational data through various statistical and predictive modeling methods. Builds infrastructure systems that connect internal data sets. Use Professional (P) Career Band. |
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Function

Dietary Services

Code

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|-------------|--------------------------------|---|
| 2170 | Cook | Reviews menus and works on customer orders to determine type and quantities of food to be prepared. Prepares, seasons and cooks food. Carves portions of meat, fish or fowl for individual servings. May plan menus and estimate required food quantities, labor and overhead costs. May coordinate food storage and maintenance of kitchen and storage facilities. Use Support (U) Career Band. |
| 8685 | Food Service Supervisor | Supervises and coordinates activities of kitchen workers who prepare and cook foods for patients, staff and visitors. |
| 2148 | Food Service Worker | Performs routine duties related to serving food and beverages, as well as clearing dishes and cleaning. May operate dishwasher or assist with washing dishes, glassware, silverware, utensils, pots, pans, etc. Collects and disposes of garbage left at tables. May assist with stocking food inventory and with light cooking. |

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Environmental Health and Engineering

Code

- 8787 Biomedical Engineering Technician**
Repairs, assembles and maintains all types of medical equipment. Assists medical/nursing staff in operation/use of equipment. Tests the functionality of medical equipment making necessary operational adjustments. Takes sensitivity, selectivity and accuracy measurements. **Use Support (U) Career Band.**
- 2387 Building/Facilities Supervisor**
Supervises assigned staff in the maintenance of buildings and grounds. Evaluates and recommends equipment improvements to improve availability, capability and yield. Schedules preventative maintenance and repairs on equipment and systems (e.g., mechanical, electrical). Supervises janitorial services and grounds maintenance such as landscaping, lawn care and snow removal.
- 3685 Clinical Facilities Planner**
Provides professional services on assigned projects for the design, development, construction, alteration or installation of health care facilities, buildings and equipment. Develops assignments, timetables and responsibilities for team members for the duration of the project. Organizes and directs construction personnel, and ensures that materials and equipment resources are delivered on time. Oversees construction, equipment installation, renovation and redesign projects. Investigates and resolves problems arising from construction or changes in existing buildings. **Use Professional (P) Career Band.**
- 8721 Environmental Services Aide**
Performs a variety of general cleaning tasks to maintain patient rooms, offices, hallways and other assigned areas. Operates mechanical floor cleaners, polishers and vacuums. Moves furniture and other heavy objects as required. Performs terminal cleaning procedures of patient rooms and prepares rooms for new occupant following isolation procedures as appropriate.
- 8720 Environmental Services Supervisor**
Supervises the work of cleaning personnel and ensures that the facility maintains a clean and safe environment. Prepares work schedules, inspects premises to determine work assignments and trains, observes and directs work staff in the satisfactory completion of their tasks. Maintains inventory of cleaning materials, supplies and equipment.
- 5960 General Maintenance Repair Worker**
Performs installations, preventive maintenance and repairs on buildings, mechanical equipment and utility systems using one or more trade skills (e.g., electrical, mechanical, plumbing, carpentry). Prepares and maintains records of completed maintenance repair work. Prepares and maintains records of completed maintenance repair work. Maintains current knowledge of all applicable procedures and safety measures. **Use Support (U) Career Band.**
- 5820 Groundskeeper**
Cuts grass, repairs damaged lawns and prunes trees and shrubs. Lays out and tends flower beds or other decorative vegetation. Removes snow, ice and other obstructions from pedestrian areas and driveways. Maintains driveways and parking lots. Performs routine cleaning and maintenance on gardening and grounds equipment. Performs all work in accordance with established safety procedures.
- 6131 Hazardous Materials Handler**
Removes, packages, transports and disposes of various hazardous materials (e.g., medical supplies, solvents, radiographic, radioactive and nuclear materials) in accordance with safety standards and governmental regulations. May require special training and/or certification. **Use Support (U) Career Band.**
- 5955 Heat, Ventilation and Air Conditioning (HVAC) Mechanic**
Installs, maintains and repairs heating, ventilating and air conditioning (HVAC) systems. Monitors HVAC systems and operations, and ensures that routine preventative maintenance is performed according to established schedules. Checks, repairs and/or replaces valves, motors, controls, switches, gauges, wiring, fans, pumps, compressors, condensers, cores, pipes and other functional components of the system. Performs all work in accordance with established safety procedures. Holds appropriate licenses as may be required by law. **Use Support (U) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Environmental Health and Engineering (continued)

Code

8740	Linen Room Attendant Ensures the delivery of clean linen, uniforms, scrubs, linen packs, etc. to the patient/nursing units. Sorts, assembles and wraps linen packs and restocks as needed. Logs linen usage and responds to all requests for clean linen.
5920	Maintenance Electrician Repairs, installs, replaces and tests electrical circuits, equipment and appliances using hand tools and testing instruments to supply electrical power for lighting, equipment and machine operations. Use Support (U) Career Band.
5940	Maintenance Mechanic Repairs and maintains machinery and mechanical equipment, such as motors, pumps, conveyors, belts, fans, air conditioners, etc. Examines mechanical equipment to diagnose malfunctions. Adjusts, cleans and lubricates parts of mechanical devices as necessary. Requisitions replacement parts and equipment. Use Support (U) Career Band.
2370	Maintenance Supervisor Supervises personnel responsible for the functioning or fixing of equipment by preventative maintenance and inspection. Prioritizes work orders; plans, schedules, coordinates and assigns work. Plans and organizes the purchase of all necessary materials, parts and components required for work orders. Ensures compliance with the Occupational Safety and Health Administration (OSHA), state standards and organization policy. Responsible for safety and training of maintenance staff.
6220	Power House/Boiler House Supervisor Supervises the operation and maintenance of stationary engines and mechanical equipment such as steam engines, air compressors, generators, motors, turbines, pumps and ventilating and refrigeration equipment. Supervises adjustments and minor repairs necessary to ensure efficient performance. Supervises employees who tend boilers supplying steam for heating, processing or power generation, ensures the maintenance of specified pressures and temperatures and makes minor repairs.

Function

External and Government Affairs

Code

8667	Community Outreach Coordinator Develops and maintains a favorable relationship with the surrounding community. Develops and coordinates programs to promote good will by disseminating information to the community and soliciting feedback from residents. Organizes and supports employee volunteer programs and coordinates with local groups. May participate in the organization's charitable giving programs as they affect community initiatives. May represent the organization at community gatherings or forums. Use Professional (P) Career Band.
0173	Development and Fundraising Specialist Develops, plans, designs and implements various fundraising/major gifts programs. Cultivates and solicits new funding opportunities and development strategies for a broader base of donors. Identifies potential grant opportunities and oversees the preparation of proposals. Use Professional (P) Career Band.
3390	Public Relations Representative Coordinates media relations and prepares external communications. Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization. Develops and maintains lines of communication with media contacts and other external audience groups. Use Professional (P) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Financial Services

Code

0300	Accountant	Performs general accounting activities, including the preparation, maintenance and reconciliation of ledger accounts and financial statements, such as balance sheets, profit-and-loss statements and capital expenditure schedules. Prepares, records, analyzes and reports accounting transactions and ensures the integrity of accounting records for completeness, accuracy and compliance with accepted accounting policies and principles. Provides financial support including forecasting, budgeting and analyzing variations from budget. Analyzes and prepares statutory accounts and financial statements and reports. Conducts or assists in the documentation of accounting projects. Use Professional (P) Career Band.
0320	Accounting Clerk	Performs a variety of clerical/accounting functions in accordance with standard procedures in one or more of the following areas: general accounting, accounts payable, accounts receivable or related financial area. Reconciles bank accounts, posts information and balances general or subsidiary ledgers, processes payments and compiles segments of monthly closings, annual reports, etc. Use Support (U) Career Band.
0380	Accounts Payable Supervisor	Supervises accounts payable processes, including maintaining records of amounts owed, verifying invoices, computing discounts, coding expenses, preparing vouchers and issuing payments to vendors for goods and services. Coordinates the maintenance, analysis and reconciliation of accounts payable ledgers, financial statements and reports.
0350	Budget Analyst	Compiles and reviews the budgets for organization departments, taking into consideration actual performance, previous expenditures and estimated expenses and income. Maintains accurate spending records and establishes measures for budgetary control. Use Professional (P) Career Band.
0224	Business Office Supervisor	Supervises some or all functions of the inpatient and/or outpatient accounting office and a staff of credit, collection, insurance and billing clerks. Coordinates activities and schedules work assignments to meet billing deadlines.
0430	Cost Accountant	Prepares, records, analyzes and reports on the cost of the organization's operations and services. Analyzes capital budget requests. Maintains ledgers and financial statements. Use Professional (P) Career Band.
0832	Credit Representative	Performs credit and collection functions. Interviews patients or their representatives and arranges for payment or extension of credit. Secures information relative to patient financial status, evaluates credit history and determines payment dates based on patient ability to pay and hospital policies. Approves or declines credit extensions. May secure assignment of benefits or recommend other sources of credit. Initiates collection procedures on delinquent accounts and coordinates with collection agencies. Use Support (U) Career Band.
1155	Financial Analyst	Collects and analyzes financial data and systems, regulatory submissions, budget and reimbursement presentations, feasibility studies and financial plans. Makes recommendations and prepares reports to support plans, business decisions, operational changes and new services. Use Professional (P) Career Band.
0580	Information Systems Auditor	Develops, directs, plans and evaluates internal audit programs for the organization's information systems and related procedures to ensure compliance with the organization's policies, procedures and standards. Audits information systems applications to ensure that appropriate controls exist and that information produced by the system is accurate. Advises others on information systems internal controls and security procedures. Prepares reports and recommendations for management on the results of information systems audits. Use Professional (P) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Financial Services (continued)

Code

0560	Internal Auditor Develops, plans and evaluates internal audit programs for the organization's accounting and statistical records and the activities of various departments to ensure compliance with the organization's policies, procedures and standards. Determines proper accountability of assets. Audits accounting records of contract agreements in which the organization is involved. Prepares reports for management on the results of audits, providing recommendations on improvements. Interfaces with and assists outside auditors to expedite their work. Use Professional (P) Career Band.
0640	Long-Range Planning Analyst Develops long-range plans to achieve objectives for growth and profitability. Conducts studies in organization effectiveness, capacity utilization and operating cost containment. May participate in projects related to mergers, acquisitions, divestitures and strategic business alliances. Use Professional (P) Career Band.
0405	Patient Accounts Representative Prepares and forwards patient claims to appropriate third-party payers. Analyzes and reviews claims to ensure that payer-specific billing requirements are met. Follows up on billing, determines and applies appropriate adjustments, answers inquiries and updates accounts as necessary. Use Support (U) Career Band.
0400	Patient Accounts Supervisor Supervises inpatient and/or outpatient accounting functions and a staff of credit, collection, insurance and billing clerks. Coordinates activities and schedules work assignments to meet billing deadlines. Initiates and implements improvements to billing systems and collection techniques within the confines of federal and state collection laws. Ensures adherence to third-party payer requirements with respect to health coverage and reimbursement.
0489	Payroll Clerk Prepares, documents and disburses payroll checks, payroll taxes and employee benefit payments. Prepares reports illustrating payroll expenditures, including such items as tax payments and benefit plan disbursements. Use Support (U) Career Band.
0480	Payroll Supervisor Supervises the preparation, documentation and disbursement of payroll checks, payroll taxes and employee benefit payments. Coordinates the maintenance of individual payroll records, payroll distribution and preparation of year-end tax forms and Social Security reports. Oversees the compilation of periodic and special reports on payroll matters.
0789	Risk/Compliance Analyst Develops, communicates, implements, evaluates and monitors strategies, policies and procedures to mitigate risk and ensure compliance with applicable federal and state laws and contractual obligations. Administers risk management and loss prevention programs. Reviews medical records to identify potential malpractice and/or general liability/damage issues. Investigates and reports on accidents involving the organization. Coordinates risk management and loss prevention activities with insurance companies and attorneys as appropriate. Participates in the review of insurance and risk management programs to ensure the effectiveness of coverage and reduce insurance costs and losses. May interview pertinent staff and prepares reports and materials for analysis. Use Professional (P) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Health Information Management

Code

- 3687 Clinical Documentation Specialist**
Reviews inpatient medical records documentation for reimbursement, severity of illness and risk of mortality, identifies opportunities for improving the quality of medical record documentation and confers with the caregiver regarding additional documentation required. Collects statistics from the reviews and maintains accurate records to document costs and benefits. Facilitates and enhances the coding and diagnosis-related group (DRG) between physician and coding staff. **Use Professional (P) Career Band.**
- 8600 Health Information Coding Technician**
Extracts clinical information from a variety of medical records and assigns appropriate procedural terminology and medical codes (e.g., ICD-10-CM, CPT) to patient records. Confirms appropriate diagnosis-related group (DRG) assignments. Analyzes, enters and manipulates database. Responds to or clarifies internal requests for medical information. **Use Support (U) Career Band.**
- 8595 Health Information Research Coordinator**
Coordinates research requests to provide access to necessary medical records for completion of short- and long-term research projects. Coordinates work flow and monitors researchers' eligibility for access to hospital medical records. **Use Support (U) Career Band.**
- 8593 Health Information Supervisor**
Supervises and participates in the daily workflow of the Health Information Management Department. Responsible for the management of health information systems consistent with the medical, administrative, ethical and legal requirements of the health care delivery system. Oversees the maintenance of medical records and the coding of data from medical records. Participates in the preparation of reports. Provides information and prepares correspondence regarding patient admissions, treatment, discharges and deaths in accordance with departmental policies and legal requirements governing the release of medical information.
- 8599 Medical Transcription Supervisor**
Schedules, assigns and supervises the work of the medical transcriptionists. Supervises daily activities of the department to optimize productivity. May perform duties of a medical transcriptionist as work flow dictates.
- 8601 Medical Transcriptionist**
Transcribes routine letters, medical reports and other recorded data including operative reports, discharge summaries, patient history and examinations. Duplicates and archives documents as directed and routes documents to outside individuals and agencies. May provide routine information to staff, patients, visitors and other organizations. **Use Support (U) Career Band.**
- 2080 Outpatient/Clinic Health Information Coding Technician**
Reviews clinical documentation and diagnostic results to extract data and apply ICD-9-CM or ICD-10-CM/PCS and HCPCS codes for billing, internal and external reporting, research and regulatory compliance. **Use Support (U) Career Band.**
- 2090 Physician Coding Compliance Specialist**
Performs coding audits and other projects related to physician/professional coding compliance for physicians and licensed independent practitioners employed by or managed by the practice/clinic. Completes audit assignments and other projects in fulfillment of ethics and compliance work plans. Educates physicians and clinic staff on proper clinical coding and documentation standards and rules. Demonstrates a thorough understanding of complex coding, reimbursement, and auditing principles as they relate to physician practice and clinic settings. Communicates with department leadership, physicians and physician practice staffs regarding complex coding and auditing issues and current coding regulations. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Health Information Management (continued)

Code

- 0819 Release of Information Specialist**
Administers release of information in conjunction with Health Insurance Portability and Accountability Act (HIPAA) requirements to protect personal information and privacy. Ensures appropriate authorization prior to dissemination of any patient information, responds to inquiries and resolves any issues. May compile reports tracking the process. **Use Support (U) Career Band.**
- 8608 Tumor Registrar**
Identifies, registers and maintains records of all cancer patients by utilizing tumor registry data system. Analyzes registry data and disseminates information in accordance with professional ethics. Preserves confidentiality and security of patient data stored in tumor registry files. **Use Support (U) Career Band.**
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Function

Human Resources

Code

- 1050 Compensation Analyst**
Studies and analyzes wage and/or salaried jobs and prepares position descriptions in industry-standardized forms. Evaluates jobs using established evaluation systems, determines grades, prepares records on the validity of the evaluations and serves on job evaluation committees. Conducts and/or participates in compensation surveys and assists in the administration of merit rating programs, reviewing changes in wages and salaries for conformance to policy. Develops, recommends and writes job evaluation and compensation procedures. Audits evaluation of jobs and application of existing job classifications to individuals. **Use Professional (P) Career Band.**
- 1085 Compensation and Benefits Administrator**
Participates in compensation surveys, prepares position descriptions, evaluates jobs using established evaluation systems, reviews changes in wages/salaries for conformance to organization policy and audits evaluation of jobs to ensure equitable wage/salary rates. Serves as liaison with outside insurance carriers or other agencies relative to the compensation and benefits function. Assists in the administration of performance appraisal programs and administers the merit budget. Participates in the administration of various benefit programs (e.g., life and health insurance, pension plans), advises employees on their eligibility for various benefits and maintains compensation and benefits records. Prepares employee booklets/communications covering compensation and benefits topics, and compiles and submits periodic reports as required. **Use Professional (P) Career Band.**
- 0990 Employee Benefits Administrator**
Coordinates the administration of employee benefit programs such as basic and major medical coverage, life, health and disability insurance, pension plans and other benefits. Consults with and advises employees on eligibility, provisions and other matters related to benefits. Maintains benefits records and documents. Assists in the preparation of employee benefits booklets and other employee benefit communications. **Use Professional (P) Career Band.**
- 1230 Employee Communications Editor**
Plans, edits and supervises publication of in-house newsletters and bulletins, writes editorials and feature articles, and secures necessary approvals. Recruits and selects correspondents and/or reporters from various departments, divisions and locations. Plans layouts for each publication, contracts for art work, informs printer of typeface, size of type, measure of lines and other instructions to be followed, prepares dummy page layouts and makes changes required to match available space. Arranges for distribution of periodicals to company and other personnel. Writes speeches and articles for public relations purposes. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Human Resources (continued)

Code

- 1198 Employee Relations Representative**
Administers programs designed to establish and maintain effective employee relations through the uniform and equitable application of policies and procedures. Audits organization to identify employee relations issues, and recommends appropriate actions to address and resolve those issues. May participate in exit interviews and grievance procedures. **Use Professional (P) Career Band.**
- 1150 Employee Training Specialist**
Administers, organizes and conducts training and educational programs in connection with management and promotional development, on-the-job training and employee orientation. Maintains records of training activities and employee progress, and monitors effectiveness of programs. May counsel employees on the treatment and resolution of medical or behavioral issues affecting job-related or personal problems, for which may be required to hold the appropriate governmental license, certification or clinical counseling experience. **Use Professional (P) Career Band.**
- 1265 Employment/Recruiting Representative**
Sources, recruits, screens, interviews and recommends external and/or internal candidates for all level jobs, including entry level, experienced professional/technical, IT, support staff and hourly, and possibly management. May utilize the services of employment agencies. Places employment ads in appropriate sources, including the Internet and print media. Ensures the maintenance of accurate and concise records and reports concerning all phases of the recruitment process, including EEO statistics. May recruit from colleges, technical schools and job fairs. **Use Professional (P) Career Band.**
- 1190 Equal Employment Opportunity Representative**
Develops, implements and evaluates affirmative action programs to ensure compliance with government legislation and organization goals. Determines the efficiency and effectiveness of the EEO data system. Prepares employment trend reports related to the utilization of the job market in employment practices. Recommends improvements in recruitment and employee programs to ensure compliance with EEO goals and regulations. **Use Professional (P) Career Band.**
- 1470 Human Resources Assistant**
Provides clerical and/or administrative support to one or more areas of Human Resources, e.g., recruitment and staffing, personnel records, employee or labor relations, compensation, benefits, training, equal opportunity/affirmative action. Gathers information, prepares reports and processes various applications, employment, enrollment, pay changes and informational/confidential forms and records. Maintains and distributes current employee information, policy and procedure manuals and other communications as appropriate. May conduct and summarize internal and external surveys to gather information for policy development and planning. May perform higher-level duties involving employee communications, such as pre-employment screening, responding to routine questions on human resources policies and procedures and identifying potential issues and grievances. **Use Support (U) Career Band.**
- 0925 Human Resources Generalist**
Provides support in functional areas of human resources including but not limited to recruitment and employment, personnel records, employee and/or labor relations, job evaluation, compensation management, benefits administration, organization development, training and special projects. Assists in the development, implementation and monitoring of human resources policies, procedures and programs, and their dissemination through employee booklets, communications and/or meetings. Prepares reports in conformance with legislated requirements or organization needs. Anticipates and plans for long-term human resource needs and trends in partnership with business management. **Use Professional (P) Career Band.**
- 1465 Human Resources Information System (HRIS) Analyst**
Processes the organization's human resource information using the most efficient and cost-effective computer systems and applications. Researches, analyzes, designs and maintains information systems in support of human resource administration and projects. Monitors HR information needs and designs new or modifies existing systems to meet changing requirements. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Human Resources (continued)

Code

- 1463 Human Resources Information System (HRIS) Supervisor**
Supervises the implementation and maintenance of human resources records into human resources information system (HRIS) and/or other electronic data processing systems. Implements efficient means of data collection and maintenance. Supervises generation of regular and special reports regarding employee skills, pay data and related information. Recommends changes in methods or procedures to increase efficiency.
- 1430 Labor Relations Representative**
Establishes and maintains labor-management relations. Represents the organization in contract negotiations with labor unions. Administers the collective bargaining agreements and grievances. **Use Professional (P) Career Band.**
- 1300 Nurse Recruiter**
Recruits qualified applicants for staff nurse or other positions requiring registered nurse licensure, licensed practical nurse or graduate nurse positions. Investigates sources and determines marketing approach. Places advertisements, attends career days, job fairs and student and RN conventions. Coordinates in-house recruitment efforts. Interviews candidates and refers them to appropriate clinical service. **Use Professional (P) Career Band.**
- 1270 Physician Recruiter**
Recruits qualified physicians for medical staff and assists in development of strategic physician recruitment plans. Coordinates comprehensive physician recruitment program to ensure adequate complement of physicians in accordance with needs and goals of the employer and medical staff. Assists in assessing immediate and long-term needs for physicians and services. Assists in developing strategies for attracting proper mix of medical practitioners and/or specialists. **Use Professional (P) Career Band.**
- 1210 Wellness Program Administrator**
Administers wellness program activities aimed at improving employee health and well-being, e.g., physical fitness, weight reduction, stress management and smoking cessation. Makes recommendations on changes or additions to the program to reflect changing needs of employees. **Use Professional (P) Career Band.**
- 1512 Workers' Compensation Administrator**
Provides support in administration of workers' compensation program. Responsible for claims administration and audits, report preparation and compilation of statistics. Interprets laws and regulations, determines appropriate courses of action and presents solutions to resolve claims. Interfaces with employees, managers, insurance carriers, medical personnel and attorneys. May provide data for government-required reporting. **Use Professional (P) Career Band.**

Function

Information Systems

Code

- 2050 Application Developer**
Provides application software development services or technical support typically in a defined project. Develops program logic for new applications or analyzes and modifies logic in existing applications. Codes, tests, debugs, documents, implements and maintains software applications. Analyzes requirements, and maintains, tests and integrates application components. Ensures that system improvements are successfully implemented. **Use Professional (P) Career Band.**
- 1660 Applications Programmer**
Designs, develops, modifies, adapts and implements short- and long-term solutions to information technology (IT) needs through new and existing applications, systems architecture, network systems and applications infrastructure. Reviews system requirements and business processes; codes, tests, debugs and implements software solutions. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Information Systems (continued)

Code

2045	Business Systems Analyst Acts as liaison between the IT development group and business units for the development and implementation of new systems and enhancement of existing systems. Evaluates new applications and identifies systems requirements. Evaluates new IT developments, and recommends appropriate systems alternatives and/or enhancements to current systems. Prepares communications and makes presentations on system enhancements and/or alternatives. Use Professional (P) Career Band.
1943	Clinical Information Systems Analyst Analyzes and evaluates existing or proposed clinical information systems to process data. Prepares charts and diagrams to assist in problem analysis and submits recommendations for solutions. Prepares detailed program specifications and flowcharts, and coordinates the system's installation with the user department ensuring satisfactory results. Use Professional (P) Career Band.
1661	Clinical Systems Specialist (Certified) Provides on-site user support to all levels of direct patient care providers for the proper, effective and efficient use of clinical systems and equipment. Collaborates with senior management to plan, implement and evaluate the effectiveness of systems and services. Provides leadership with training to properly use clinical systems in a way that ensures quality patient care outcomes. Use Professional (P) Career Band.
1750	Computer Operator Configures, installs, maintains and upgrades computer systems and associated products and programs. Administers and maintains security of operating systems. Restores files or systems by designing, writing and implementing backup procedures. Provides operational support for the organization's information systems and peripheral equipment, such as servers, desktops, printers and storage devices. Performs recovery procedures, scheduling and backups, and monitors batch processes. Use Support (U) Career Band.
1770	Data Entry Operator Operates a data entry device to key and/or verify a variety of standard and/or complex coded or uncoded business and statistical source data into a computer. Use Support (U) Career Band.
1760	Data Entry Supervisor Supervises the operation of key entry devices to record a variety of alpha/numeric data onto various storage media.
1690	Database Administrator Manages database utilities, monitors the relationships between the database users and applications, and maintains the organization's databases across multiple platforms and computing environments. Sets and monitors standards and maintains database support tools, tables and dictionaries, and recovery and backup procedures. Advises management on database concepts and functional capabilities. Collaborates with technology/infrastructure staff to identify data relationships and functional requirements. Analyzes and resolves issues related to information flow and content. May establish policies and procedures pertaining to the management, security, maintenance and utilization of databases. Use Professional (P) Career Band.
1691	Database Report Writer Creates database reports for dissemination to end-users. Incorporates end-user requests and requirements to develop enterprise reporting solutions. May assist in training end-users on reporting tools. Requires knowledge of SQL programming. Use Professional (P) Career Band.
1882	Epic Analyst (Certified) Plans, analyzes, designs, implements, tests, debugs and maintains Epic software applications. Provides guidance and support to end-users to enhance the use of the Epic system. Provides solutions or resolves end-user system issues. May be responsible for maintaining system integrity. Use Professional (P) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Information Systems (continued)

Code

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|-------------|--|
| 1886 | Epic Application Coordinator/Project Manager (Certified)
Plans, analyzes, designs, implements, tests and maintains Epic software applications. Leads work on a specific Epic module. Manages and coordinates team tasks. Facilitates the maintenance of issue lists, documentation, meeting minutes, agendas, weekly status reports and schedules, as well as other tools crucial to the project success. Provides advice and support to staff. May oversee the maintenance of issue lists, build and decision tracker documentation, meeting documentation and other tools important to project success. Use Professional (P) Career Band. |
| 1883 | Epic Clinical Information Specialist (Certified)
Assesses and analyzes Epic end-user learning needs; develops and maintains curriculum and tools to meet those needs. Implements a credentialed trainer program to ensure all classroom teachers have proper level of system knowledge and can deliver training content effectively. Configures Epic training environment to ensure end-users can practice using Epic. Collaborates with analysts to ensure latest system configuration information is incorporated in training material. Designs and executes ongoing training programs for new-hires and system changes/upgrades. Use Professional (P) Career Band. |
| 1885 | Epic Support Specialist
Provides on-site and remote end-user support for the organization's Epic system, databases and applications. Diagnoses, troubleshoots and coordinates the resolution of problems and issues. Identifies and coordinates system updates, changes and enhancements to support clinical information and meet business needs. Facilitates the installation and implementation of hardware equipment between IT, patient care and business process teams. Provides basic training and consulting to end-users. Use Professional (P) Career Band. |
| 1884 | Epic Technical Specialist (Certified)
Designs and coordinates implementation, analysis, testing and debugging of complex workflows and configurations within Epic. Applies understanding of the technical components of all modules to maintain system integrity. Use Professional (P) Career Band. |
| 1888 | Epic/Clarity Reporting Analyst (Certified)
Designs, tests and implements reports and data extracts from Epic software applications. Writes structured Query Language (SQL) queries against a complex data model. Collaborates with end-users to understand reporting requirements and specifications. Use Professional (P) Career Band. |
| 1950 | General Programmer/Analyst
Analyzes and evaluates existing or proposed systems, and devises computer programs, systems and related procedures to process data. Prepares charts and diagrams to assist in problem analysis, and submits recommendations for solution. Prepares program specifications and diagrams, and develops coding logic flowcharts. Encodes, tests, debugs and installs the operating programs and procedures in coordination with computer operations and user departments. Use Professional (P) Career Band. |
| 1725 | Information Systems Help Desk Coordinator
Applies understanding and knowledge of information systems products and services to assist internal users. Identifies, investigates and researches user questions and problems as well as recognizing, researching, isolating and resolving information systems problems. Coordinates referrals to technical, professional or service personnel for appropriate services, repairs, training and follow-up. Use Support (U) Career Band. |

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Information Systems (continued)

Code

1795	IS Security Analyst Evaluates, tests, recommends, develops, coordinates, monitors, and maintains information security policies, procedures and systems, including hardware, firmware and software. Ensures that IS security architecture/designs, plans, controls, processes, standards, policies and procedures are aligned with IS standards and overall IS security. Identifies security risks and exposures, determines the causes of security violations and suggests procedures to halt future incidents. Investigates and resolves security incidents and recommends enhancements to improve security. Develops techniques and procedures for conducting IS security risk assessments and compliance audits, the evaluation and testing of hardware, firmware and software for possible impact on system security, and the investigation and resolution of security incidents. Use Professional (P) Career Band.
2060	IT Administrator Manages the IT infrastructure within an organization, including the physical network (e.g., WAN/LAN, servers, terminals) as well as server applications and software (e.g., Epic, Cerner). Use Professional (P) Career Band.
2000	IT Training Specialist Develops, coordinates and conducts IT training, educational and orientation programs for users of personal computer systems. Maintains records and prepares documentation of training programs, scheduling, employee attendance and training program effectiveness. Develops, implements and/or approves training and documentation policies, standards and procedures. Assesses training needs and requirements and recommends outside training as required. Use Professional (P) Career Band.
1993	LAN Administrator Installs, maintains, monitors and supports the operation of the local area network (LAN). Identifies, diagnoses and analyzes software, hardware and other network facilities (e.g., routers, modems, adapters) using various diagnostic tools, and resolves any technical issues. Monitors data traffic and controls network resource performance to ensure high-quality transmission. Recommends and implements LAN policies and standards, ensures adherence to security procedures and maintains contact with outside organizations in the maintenance, service and/or purchase of the LAN. Trains users on LAN operations and procedures. May require certification in the use of certain technologies. Use Professional (P) Career Band.
2070	Network Control Administrator Provides technical expertise in the management of a public and/or private network; tests and analyzes network facilities, including network control software, routers, switches, lines, modems, adapters and servers. Installs, supports and/or maintains local (LAN) and/or wide area networks (WAN); evaluates and recommends networking product and software upgrades. Performs technical analyses of software, hardware and transmission facilities using various diagnostic tools in support of efficient network operations. Monitors data traffic and controls network resource performance to ensure high-quality transmission. Identifies, diagnoses and resolves technical problems related to network failure/integrity and usage of PC hardware and software. Use Professional (P) Career Band.
1989	Network Planning Analyst Plans, monitors and evaluates performance of network systems and makes recommendations for improvement and/or upgrades. Conducts internal studies of network performance and traffic analysis. Assists in developing technical standards and application interface. Provides technical assistance and resolution for network problems. Use Professional (P) Career Band.
1955	PC Analyst Installs, expands and provides technical support for the organization's internal computer systems, applications and hardware (e.g., PCs, servers, mainframes). Determines required software and hardware in conjunction with end-users and programs or selects suitable software to meet user requirements. Installs new and maintains existing hardware. Collaborates with network services, software systems engineering and/or application development in order to identify problems and restore service. Develops and maintains telecommunications systems. May train others in use of equipment. Use Professional (P) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Information Systems (continued)

Code

- 1028** **Picture Archiving and Communication System (PACS) Analyst**
Coordinates the daily operation and system maintenance activities required of the Picture Archiving and Communication System (PACS). This position is also responsible for training users on the PACS application, as well as serving as a liaison to information technology personnel. Researches and resolves operational problems. **Use Professional (P) Career Band.**
- 1940** **Systems Analyst**
Analyzes and evaluates existing and/or proposed systems and devices to process data. Prepares charts and diagrams to assist in problem analysis and submits recommendations for solution. Determines program specifications and requirements, and coordinates the installation of system additions. Evaluates new IT developments and evolving business requirements, and recommends appropriate systems alternatives and/or enhancements to current systems. **Use Professional (P) Career Band.**
- 2095** **Systems Software Developer**
Designs, develops, tests, debugs and implements operating systems components, software tools and utilities. Determines systems software design requirements. Ensures that system improvements are successfully implemented and monitored to increase efficiency. Generates systems software engineering policies, standards and procedures. **Use Professional (P) Career Band.**
- 1945**
NEW **Telehealth/Telemedicine Coordinator**
Coordinates remote delivery of health care services and transmission of clinical information using telehealth/telemedicine technology across all sites of care. Schedules telemedicine services and sets up equipment with patients and clinical providers at other locations (physician offices, post-acute facilities, etc.). Tracks and monitors patient data and patient compliance. **Use Professional (P) Career Band.**
- 1652** **Web Developer**
Designs and develops primarily Internet/web pages and applications such as e-commerce and content-driven websites. Codes, tests, debugs, documents and implements web applications using a variety of languages and platforms such as HTML, Java, PHP, JSP, Python, AJAX, JavaScript, ASP, CGI, Perl, XML. Develops proof-of-concepts and prototypes of easy to navigate user interfaces (UI) that consist of web pages with graphics, icons and color schemes that are visually appealing. Ensures that applications are compatible across multiple computing platforms and browsers. May require familiarity with streaming media concepts and techniques, including digital video and audio compression standards such as MP3, WAV and MPEG **Use Professional (P) Career Band.**
- 1655** **Webmaster**
Oversees for the content and consistent look of the organization's website and other online resources. Maps the flow of the site, creates general graphics, provides specifications to the developers, authors and outside vendors for development of databases, interactive applications and custom graphics. Using a general knowledge of the site's technical organization and operation, acts as a liaison between the site and users. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Legal

Code

- 3440 Attorney**
Provides legal advice and services on issues concerning the rights, obligations and privileges of the organization. Represents the organization to customers, suppliers, competitors and government agencies. Provides resolution of business or technical issues by identifying legal solutions and recommending a course of action. Examines legal data to determine advisability of defending or prosecuting lawsuits. **Use Professional (P) Career Band.**
- 3460 Paralegal/Legal Assistant**
Performs a variety of law-related tasks under the direction of the organization's attorneys. Conducts legal research, drafts legal documents and performs related duties. Has or is working towards a paralegal designation. NOTE: This is not a Legal Secretary. **Use Professional (P) Career Band.**

Function

Managed Care

Code

- 3350 Enrollment Clerk**
Prepares, processes and maintains Health Maintenance Organization (HMO) member enrollments. Updates records by processing changes in member enrollments to accurately reflect current member coverage. Prepares related reports. **Use Support (U) Career Band.**
- 3238 Managed Care Credentialing Coordinator**
Coordinates the verification review process for all contracted physicians, practitioners and nurses, including an initial review of credentials. May complete state medical license applications for physicians and perform follow-up with state medical licensure boards on status of license applications. Initiates the process for ensuring malpractice coverage for all contracted providers. Follows processes and procedures for current credentialing standards and compliance with regulatory agencies. **Use Support (U) Career Band.**
- 3239 Managed Care Member Services Representative**
Acts as primary contact on customer service issues for members, families, providers and potential clients. Provides members with patient education materials and responds to inquiries, requests for information, concerns and complaints. **Use Support (U) Career Band.**

Function

Marketing and Account Services

Code

- 2945 Account Representative**
Promotes the organization's services to established accounts and new prospects. Maintains account relationships, keeps informed on their needs and promotes new or enhanced services. Prepares related records and reports. **Use Support (U) Career Band.**
- 2946 Account Representative - Laboratory Services**
Promotes laboratory services to external medical practices and physician services. Maintains account relationships. Identifies new business opportunities. May provide courier services to clients. **Use Support (U) Career Band.**
- 2947 Marketing Generalist**
Participates in the development and implementation of marketing programs, consistent with the objectives and strategies of the organization. Coordinates general marketing, market research, brand management, advertising and/or promotion projects. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Marketing and Account Services (continued)

Code

- 8549 Physician Liaison**
Develops and implements a marketing and sales plan to maintain and grow referrals to the organization's programs from providers and/or physician practices. Executes initiatives related to increasing loyalty and preference to organization affiliates among internal and external provider referral resources. **Use Professional (P) Career Band.**
- 2948 Technical Editor**
Reviews and edits original manuscripts, grant applications and articles submitted for publication. Coordinates publication of symposia proceedings. Ensures clear, concise and accurate presentation of artwork, photography and illustrations. **Use Professional (P) Career Band.**
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Function

Materials Management

Code

- 6040 Buyer**
Obtains materials from suppliers at the lowest cost consistent with considerations of quality, reliability of source and urgency of need. Studies market trends, interviews vendors and recommends sources of supply. Analyzes quotations received, selects or recommends suppliers, and schedules deliveries. Coordinates preparation of orders and follows up to expedite delivery and shipment. Obtains certifications of delivery and conducts check against orders. Checks and approves invoices for orders placed. Develops and maintains necessary records and files for efficient operation. **Use Professional (P) Career Band.**
- 6150 Central Distribution Supervisor**
Supervises the activities of personnel who stock and issue sterile and non-sterile supplies and equipment. Establishes methods and performance standards for preparing, handling and storing sterile items and equipment. Maintains inventory records and submits requisitions for replacement stock.
- 6132 Materials Handler (Non-Hazardous)**
Receives, stores and distributes materials and equipment. Maintains par levels of supplies. Verifies documentation to ensure correct delivery and shipment of materials. **Use Support (U) Career Band.**
- 6080 Purchasing Clerk**
Compiles and maintains information and records to prepare purchase orders. May negotiate favorable terms, volume discounts and long-term contracts with suppliers, and prepares and processes requisitions and purchase orders for the procurement of goods and supplies. Develops and implements strategies for cost reduction, supplier consolidation, quality improvements and process efficiencies. Reviews purchase order claims and contracts for conformance to company policy, and discusses defects and delivery problems with suppliers and negotiates refunds. **Use Support (U) Career Band.**
- 8735 Sterile Processing Attendant**
Cleans, wraps, sterilizes, stores and distributes equipment, supplies and instruments used in patient care. **Use Support (U) Career Band.**
- 6140 Stores and Receiving Supervisor**
Supervises the receipt, storage, and delivery of materials, equipment and supplies to various departments. Receives and stores incoming goods, verifies shipments against purchase requisitions and checks condition of merchandise. Allocates storage space and dispenses materials internally as needed. Maintains inventory records and controls, and prepares periodic inventory reports.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Medical and Clinical Support Services

Code

- 8782 Biomedical Photographer**
Photographs patients, operating room procedures, autopsy specimens and other scientific and medical material. Utilizes high-resolution cameras and associated software. Creates hard copy and digital files of images. Performs layouts and paste-ups for special projects and prepares material for slide presentations and publications. **Use Support (U) Career Band.**
- 8935 Clinical Laboratory Information Systems (LIS) Coordinator**
Coordinates clinical laboratory information systems and procedures. Develops and implements programs to ensure quality and reliability of systems. Coordinates and documents software updates and system changes. Troubleshoots and resolves issues. **Use Professional (P) Career Band.**
- 8645 Diener (Morgue Attendant)**
Performs morgue duties relative to receiving, placing, identifying and releasing bodies of deceased patients. Assists porters in placing bodies in compartment trays, verifies identification by armband, compartment label and record-of-death form accompanying body. May assist pathologists during autopsies. **Use Support (U) Career Band.**
- 8585 Medical Librarian (MLS)**
Provides medical library services in one or more of the following areas: circulation, reference, acquisitions, computer searches, inter-library loans, cataloging or system development and maintenance. Participates in library instruction and education programs for library patrons. **Use Professional (P) Career Band.**
- 8875 Scheduler**
Schedules surgical procedures, diagnostic tests, therapy services and other medical appointments. May obtain related documentation (e.g., patient information, insurance coverage). **Use Support (U) Career Band.**

Function

Patient Services

Code

- 8575 Admitting Representative/Specialist**
Admits inpatients and outpatients to hospital, assuring that all hospital policies and procedures are observed. Prepares pre-admission and admission forms, assigns rooms and facilitates room transfers. Verifies insurance benefits and explains financial requirements to patients or their representatives. **Use Support (U) Career Band.**
- 8574 Admitting Supervisor**
Supervises inpatient and outpatient admissions, including bed assignments and the completion of preliminary paperwork for patients entering the hospital. Verifies insurance benefits assigned to the hospital to determine if coverage meets the standards of hospital admission. Coordinates admissions with medical, nursing and accounting staff to ensure appropriate placement of patients and compliance with third-party payers and applicable regulations.
- 8672 Bereavement Coordinator**
Provides bereavement services to survivors by assigning bereavement volunteers, coordinating grief series workshops and arranging support groups. Collaborates with social workers in bereavement assessments. **Use Support (U) Career Band.**
- 8670 Chaplain**
Provides religious ministry, spiritual care and counseling to patients, their families and the staff. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Patient Services (continued)

Code

7790	Claims Analyst Provides medical billing and claims processing, including payment, coordination or subrogation of benefits. Reviews claims for eligibility and explains coverage amounts and benefit plan interpretation to patients or their representatives. Reviews claims for irregularities, accuracy and completeness, and obtains additional information as needed. Use Support (U) Career Band.
7772	Claims Supervisor Supervises employees responsible for administering medical bills and claims, and counseling to claimants. Monitors and controls claims backlog and workflow. Coordinates resolution of claim issues and ensures that claims are settled in accordance with cost control standards.
8605	Discharge Coordinator Coordinates record processing to ensure that discharge records are received, properly assembled, analyzed and forwarded to appropriate physicians for completion. Audits medical records to ensure compliance with organization policies, procedures and standards. Use Support (U) Career Band.
8665	Financial Assistance Counselor Counsels patients and their representatives and arranges for payments for services provided. May provide assistance with financial aid applications to various social service agencies. Use Support (U) Career Band.
8915	Health Educator Develops, recommends and implements health education programs designed to increase awareness and knowledge relating to the improvement of health on an individual, family or community basis. Updates health education programs, consistent with changes in health care trends and technology. Use Professional (P) Career Band.
8270	Outpatient Services Coordinator Provides customer-focused service to support the care of patients, families and visitors in an outpatient setting. Pre-registers patients, schedules appointments, coordinates referrals and coordinates disposition procedures. Use Support (U) Career Band.
8520	Patient Relations Representative Serves as liaison between the organization, patients and their families. Explains the organization's policies and procedures to patients and communicates their problems, questions and concerns to appropriate staff members. Assists staff in preparing reports on any incidents that could result in legal action if not resolved. Educates staff on humanizing patient treatments and/or confinement. Use Support (U) Career Band.
8530	Patient Transporter Transports patients to and from inpatient beds, surgery, therapy, radiology and other areas. Retrieves medical records, laboratory results, supplies and medications as required. Maintains and cleans transport equipment. Complies with established personal protective equipment requirements for protection against exposure to blood, body fluids, chemical disinfectants, radiation and hazardous substances. Use Support (U) Career Band.
8497	Translator Provides spoken and written translation services for patients and their families. Under the direction and instruction of medical personnel and staff translates information such as medical condition, diagnosis, treatment, care, wishes, consent, discharge planning and/or other procedures. Use Support (U) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Pharmacy

Code

8315 Pharmacy Assistant
Provides administrative support to pharmacy operations. Maintains pharmacy inventory. Places and expedites orders, receives incoming merchandise and removes outdated items. Stores or displays pharmacy items in proper locations. Assists in the care and maintenance of pharmacy equipment and supplies. Maintains records and completes required forms. **Use Support (U) Career Band.**

8312 Pharmacy Technician
Assists pharmacists in filling orders and preparing labels for unit doses and prepackaged pharmaceuticals. Counts, packages and labels unit doses for inspection by pharmacist and fills orders for non-prescription pharmaceuticals. **Use Support (U) Career Band.**

Function

Project Management

Code

0160 Assistant to CEO/Administrator
As assigned by the CEO/Administrator, carries out work projects related to the total operation or specific patient services. Investigates procedures and operations, gathers data and prepares statistical and operational reports and recommendations. NOTE: This is a professional position, and is not the position of Secretary to the CEO/Administrator. **Use Professional (P) Career Band.**

7010 Clinical Business Informatics Project Management
Manages project management functions and support for clinical informatics, with the shared goal of delivering IT implementations and improved clinical operation excellence. Provides guidance to ensure successful implementation and adoptions of new technologies. Works across different functional areas to coordinate preplanning, facility readiness, go live and post implementation issues resolution. **Use Professional (P) Career Band.**

7030 Revenue Cycle Project Management
Oversees projects related to process improvement strategies such as enhancing revenue integrity, increasing first-pass yield rates, and improving the patient experience. This position is responsible for strategically planning and implement changes. Additional responsibilities include developing measures to monitor the efficiency and effectiveness of new processes and systems, as well as ensuring the timeliness and quality of projects. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Quality and Compliance

Code

- 8630 Business Process Improvement Analyst**
Analyzes and measures the effectiveness of existing business processes and develops sustainable, repeatable and quantifiable business process improvements. Researches best business practices within and outside the organization to establish benchmark data. Collects and analyzes process data to initiate, develop and recommend business practices and procedures that focus on enhanced safety, increased productivity and reduced cost. Determines how new information technologies can support reengineering business processes. May specialize in one or more of the following areas: benchmarking, business process analysis and reengineering, change management and measurement, process-driven systems requirements. **Use Professional (P) Career Band.**
- 8610 Diagnosis Related Group (DRG) Coordinator**
Performs concurrent data review of inpatients to ensure the accurate selection of the principal diagnosis and procedures and any complicated or preexisting coordination in accordance with Diagnosis Related Group Plan. Assesses the financial status of and monitors the organization's potential financial risk for Medicare and/or other third-party paying patients on a concurrent basis. Reviews facility and physician case-mix financial data to identify trends and problem areas. **Use Professional (P) Career Band.**
- 8621 Claims Quality Auditor**
Audits claims for coding accuracy, benefit payment, contract interpretation and compliance with policies and procedures. Selects claims through random processes and/or other criteria. **Use Professional (P) Career Band.**
- 8620 Quality Assurance Coordinator**
Develops and implements programs to establish and maintain quality standards of existing products and services, as well as developing programs to focus employees on the quality of care given to patients. Develops policies, procedures and methods to check operational quality and improve same. May also train and/or coach staff and management in areas such as quality improvement, process management and reliability science. Maintains communications with Administration, Medical Staff and Department Heads regarding Quality Assurance activities. **Use Professional (P) Career Band.**
- 2670 Total Quality Management Administrator**
Provides support in administering the total quality management (TQM) program. Assists in the development of systematic approaches for assuring high quality. Participates in communicating TQM programs to employees, employee training, monitoring results, and administering related reward systems. Makes program recommendations. **Use Professional (P) Career Band.**
- 8625 Utilization Review (UR) Technician**
Performs utilization review in accordance with the organization's utilization review plan. Assures compliance with accrediting agencies and federal regulations. Assists in preparing, maintaining and disseminating utilization review reports and communications. Reviews patient records to ensure appropriate treatment and compliance with regulatory bodies. **Use Professional (P) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Safety and Security

Code

- | | |
|-------------|--|
| 1515 | Safety Specialist
Conducts safety audits of building, facilities, tools and equipment. Determines safety training requirements and provides employees with safety training applicable to their work processes. Investigates accidents to determine the root cause, circumstances and contributing factors. Develops recommendations and follow-up to prevent accident recurrence. Maintains comprehensive knowledge of government safety regulations. Use Professional (P) Career Band. |
| 1561 | Security Guard - Armed
Guards property against damage, fire, theft, trespassing and illegal entry. Makes periodic tours about buildings and grounds, examining doors, windows and gates to ensure that they are properly secured. Ensures identification of employees or visitors by fingerprinting, photographing, interviewing and preparing badges. Investigates disturbances, may serve as liaison with police, and in the event of an emergency, maintains order and safety of personnel. Holds a valid firearms license and carries a firearm at all times when on duty. Use Support (U) Career Band. |
| 1571 | Security Guard - Unarmed
Guards property against damage, fire, theft, trespassing and illegal entry. Makes periodic tours about buildings and grounds, examining doors, windows and gates to ensure that they are properly secured. Ensures identification of employees or visitors by fingerprinting, photographing, interviewing and preparing badges. Investigates disturbances, may serve as liaison with police, and in the event of an emergency, maintains order and safety of personnel. Use Support (U) Career Band. |