

## UW HEALTH JOB DESCRIPTION

### DATA OPERATIONS SPECIALIST

Job Code: 330001	FLSA Status: Non-Exempt	Mgt. Approval: K. Calmese Walker, C. Schwartz	Date: December 2021
Department: Supply Chain Informatics, Supply Chain Services		HR Approval: S. Whitlock	Date: December 2021

### JOB SUMMARY

The Data Operations Specialist is part of the UW Health Supply Chain team. Under the general direction of the Supply Chain Service Director or the Manager of Supply Chain Informatics, the position provides data-entry, administrative, and customer service support for the UW Health Supply Chain, including UnityPoint Health-Meriter. The Data Operations Specialist is responsible for the professional, efficient, accurate and courteous processing of supplier master and item master additions, revisions and inactivations within the Materials Management Information System (MMIS). This individual will also fulfill the entry and upkeep of supply data associated with executed contracts. This individual will become the expert on the processes and controls established for these segments of the MMIS. The individual will support and collaborate with other cross-functional departments in day to day operations to ensure timely turnaround of required entry, including periods of high volume. Willingness to work with established controls is a must. Contribution and acceptance to improvement changes is important.

Developing and maintaining excellent rapport with the contacts of the collaborating departments, through written and verbal communication is essential to accomplishing the objectives of this position and the goals of the UW Health enterprise.

### MAJOR RESPONSIBILITIES

- Serve as resource for MMIS data information for all areas and levels within UW Health.
- Assist with various data related projects, including but not limited to: data clean-up, data entry, data auditing, and more.
- Maintain additions, revisions and inactivations to the item master, vendor master, location master, and purchase agreements by following established control processes.
- Oversee and regulates the item, vendor and location add process and criteria.
- Utilize problem-solving skills to untangle MMIS data management issues, understand dataflow, and take action to resolve downstream issues.
- Work cross-functionally with Procurement, Accounts Payable, Materials Management, Supply Chain Applications Analysts, IS, HRIS and other stakeholders to prevent and resolve data issues.
- Communicate internally and if need be externally to ensure accuracy of data to be maintained.
- Demonstrate detailed understanding of downstream data workflows and interdependencies.
- Provide guidance to system end users on system interdependencies.
- Perform audits of data entry, required attachments and expiration dates.
- Respond to customers that need 2<sup>nd</sup> level functional support regarding the processes and steps affiliated with the position responsibilities.
- Document and maintain Data Operations Specialist procedures and guidelines.
- Collaborate on process improvement for their areas of responsibility to automate tasks and ensure greater accuracy.
- Perform testing for process improvements and system upgrades affiliated with the position responsibilities.
- Train and provide guidance to new Data Operations Specialists.
- Complete related duties as assigned.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	Associates degree in a business-related field
Work Experience	Minimum	2 years data entry experience an office setting focused on customer service or business operations.
	Preferred	2 years Supply chain experience; healthcare business support experience
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Work as an effective team member</li> <li>• Verify and enter data using UW Health's MMIS</li> <li>• Attention to detail and accuracy</li> <li>• Ability to react to frequent changes in duties and volume of work</li> <li>• Effective verbal and written communication skills</li> <li>• Effective organizational, prioritization and time management skills</li> <li>• Ability to analyze and interpret data</li> <li>• Ability to listen empathetically and problem solve based on information presented</li> <li>• Ability to maintain confidentiality of any and all information encountered</li> <li>• Ability to successfully complete small and large scale projects</li> <li>• Knowledge of Microsoft Office applications</li> <li>• Proficiency in Microsoft Excel</li> <li>• Ability to manage multiple concurrent activities</li> <li>• Ability to work independently</li> <li>• Demonstrates a strong work ethic and creates a positive work environment</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.