



## **Business Systems/Quality Review Coordinator**

**Category:** Classified  
**Pay Grade:** C26  
**Job Code:** 10798

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs administrative, technical, and professional analytical work requiring an incumbent to plan and coordinate department information system activities, as well as implementing continuing improvements to financial or business operations processes while assuring compliance to organization directives, regulations, and respective agency or business plans; serves as a department expert on information systems, databases, billing processes, and regulations, conducts needs assessments in connection with these activities, and makes recommendations to management.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Implements, monitors, and maintains policies and procedures, operations, trend analysis, process reviews, and other assignments related to subject agency or department business operations;
- Implements, monitors, and maintains management information system assignments that include computer operations, relational data bases, data integrity, and system activities;
- Oversees the development and organization of databases;
- Assesses and implements new technologies with a long-term perspective on the relationship of database technology to the business applications of the organization;
- Works with the transaction processing area to develop both the physical and logical database administration functions and helps with the development of processing databases and computing environments;
- Instructs and develops technical support and applications staff to better utilize on-line processing databases, provides and designs tools to assist in the management of the database and transaction processing environment, and works to provide a working model of transaction processing for capacity assessment and planning;
- Provides assistance to operating entities, divisions, or sections to provide services and support information processing needs and troubleshoots applications problems;
- Acts as liaison to vendors, contractors, and the County Information Technology department;
- Assists in the development, coordination, and implementation of training programs;
- Responds to calls for assistance with software/hardware problems and provides problem determination;
- Demonstrates technical proficiency with leading edge and established technology, operating systems, relational database management systems, and web technologies;
- Conducts system audits, prepares reports, and submits recommendations for management review;
- Produces statistical reports using a variety of software applications such as Crystal Reports, Access, or Excel for use by staff, supervisors, and managers;
- Creates reports and processes to improve efficiencies within business and financial operations and enhances operations;
- Establishes user accounts and access limitations to system resources and trains users to operate computer applications;
- May lead and supervise subordinate staff, conducts performance reviews, recommends discipline, and performs other supervisory functions;

- May perform a wide range of associated and related work with coordination or special projects, such as, analysis, operation reviews, report preparation, program planning, budget preparation, research, change initiatives, and group presentations; and
- Performs other related job duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

Six (6) years of professional experience in the analysis and management of an information systems network's administrative and operational requirements for computer operations in an organization, department, or major subordinate organization; or an Associate's degree with coursework in computer and information science, information technology, business administration, or related field and four (4) years of professional experience as described above; or a Bachelor's degree and two (2) years of professional experience as described above; or an equivalent combination of education, training, and/or experience.

### **Special Qualifications (May be required depending on area of assignment):**

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate may be required to actually demonstrate or be formally certified in one or more specific Information Technology (IT) functions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

### **Knowledge, Skills and Abilities:**

- Knowledge of agency or department operations and subject matter area of assignment;
- Knowledge of office automation, statistical, and word processing equipment;
- Knowledge of data analysis and research techniques, methods, and processes;
- Knowledge and ability to troubleshoot and resolve routine software, hardware, and network problems;
- Knowledge of current technology, system languages, and support and repair of hardware and software;
- Knowledge of project management and project control.
- Skill in verbal and written communication and interpretation of unclear instructions or information;
- Skill as a technical consultant on office products, moderate through advanced stages;
- Skill in communicating and resolving user end network problems.
- Ability to apply computer applications and software;
- Ability to develop and update procedure and operational manuals;
- Ability to perform technical computations and analyses, generate reports, sort and categorize data, and produce reports using multiple software applications;
- Ability to understand and relate Medicare, Medicaid, and other applicable regulations to ambulance billing processes and procedures and ensure compliance;
- Ability to plan, assign, supervise, and evaluate the work of department personnel, as well as to establish and maintain effective working relationships with superiors, employees, and others;
- Ability to maintain detailed records, develop presentations of composite data, and perform comparative analysis of fiscal and operational performance data;
- Ability to analyze facts and lead individuals and groups to attain master plan objectives;
- Ability to apply diagnostic procedures on office products moderate through advanced stages;
- Ability to serve as a project leader for small to moderate upgrades and technology changes.

## **PHYSICAL/MENTAL DEMANDS**

This work requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees. **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Visual ability:** sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- **Hearing ability:** sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- **Speaking ability:** sufficient to communicate effectively with other individuals in person and over a telephone.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Stooping:** Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- **Talking:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Standing:** Particularly for sustained periods of time.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

### **WORKING CONDITIONS**

Work is performed in an environment with decisions that could lead to major community or organizational consequences.