

Position Title: Business and Data Analyst
Date Posted: July 31, 2017
Department: Operations
Reports to: Operations Lead or Managing Director
Type of Position: Part-time
Hours: Part-time at the outset (10-20 hours per week); Virtual work from home

Purpose of the Position:

Provide data verification, analytics, and general technology and operational support to Pharmacy Profiles by ensuring timely data updates and verifications, subscriber/customer reports, and back-end administration of the Profiles portal.

Essential Duties of the Position:

Function 1

Monitor, verify and update selected data elements associated with users of the Pharmacy Profiles platform

- Monitor and ensure continuing updates of all API and other electronically verified data sets
- Perform web lookups and other tasks to manually verify selected data sets
- Clean up incomplete, misspelled, or inaccurate information in user profiles as appropriate
- Assist in identifying trends, challenges, opportunities to maximize users' completion of their profiles
- Prepare regular internal management reports on data tracking and updating of users' information

Function 2

Support the creation, updating, and delivery of ongoing credentials verification and analytics reports to subscribers and other customers

- Coordinate with the account management and technology teams in aggregating, preparing, and delivering ongoing reports to subscribers and other customers
- Assist in the development of custom reporting tools as needed
- Troubleshoot reporting or analytics-related issues and concerns
- Prepare regular internal management reports on credentials verifications and analytics reports being issued to subscribers and other customers

Function 3

Provide ongoing data updating and monitoring support to the administration portal operating behind the Pharmacy Profiles platform.

- Ensure subscriber and other customer contact information is accurate and up-to-date.
- Regularly update the various categories of information, e.g., interest areas, advanced credentials, state protocols, etc. from which pharmacist users may choose in completing and updating their profiles
- Assist with customer service inquiries as needed

Minimum Qualifications

Education required:

Associates degree in technology-related area; other computer sciences or information technology training beyond high school.

Experience required (3+ years):

- Experience in data support and information technology, preferably in the health care sector
- Experience in customer service, particularly phone outreach and communications
- Experience in use of Microsoft Office tools (MS Word, PowerPoint, Excel)
- Experience in use of CSV, Tableau and similar analytics and reporting tools
- Experience with a content management system (CMS) for building web pages (preferred, not required)

Additional skills, knowledge and abilities required:

- Attention to detail and a commitment to accuracy in data tracking, updating, and reporting
- Ability to work independently, handle multiple projects in a timely fashion, and adhere to deadlines
- Good English language skills
- Aptitude to learn new skills, web tools, and techniques as needed
- Ability to maintain confidentiality and uphold privacy and data use policies

Other Pertinent Information:

- This position is intended to be part-time at the outset (10-20 hours per week)
- A contract position
- Virtual. Work from home