

# **Responsibilities & Duties Expanded**

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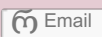
## Duties

- Charged with design and development of Provider Certification & Compliance Internal SharePoint Site (Site Owner permissions)
- Develop transition plan for team use of Share Point Site including Team Discussion Moderation, File Library and feature setup
- Provide team with weekly charts showing application processing status
- Participate in work groups for new regulations & new application offering ideas, & suggestions on requirements, processes & design
- Provide technical assistance within scope of Quality Assurance, Provider Certification & Compliance
- Team Lead for up to 3 volunteers; training & assigning tasks, checking work as needed
- Screen Certification Packets, checking for completeness & updating databases as required
- Manage multiple group e-mail boxes; directing messages or resolving issues as needed
- Write & post various articles or pages on multiple sites
- Manage & update up to 16 sites & blogs
- Participate in a variety of business promotional activities on FaceBook, Twitter, LinkedIn & other groups & forums
- Responsible for the CPR & First Aid training waivers processing
- Receptionist duties; dealing with callers in crisis or seeking information, direct calls as appropriate
- Support staff for Quality Assurance Unit, Provider Certification (team of 6) & Quality Assurance, Recipient Services (team of 8)

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### Achievements from 2008-2015

I've been a busy person the last 9 years and this only covers the first 7! - Compilation of ALL processes into comprehensive procedure manual from start to finish for certification including small side procedures In "Achievements"

### Resume June 2017

Sue Darby 907-707-5654 | sue@sue-a-darby.com | www.sue-a-darby.com Business Analyst | Technical Writer | Software Support I am seeking full time work and have over 20 years of experience as an In "Resumes & CV"

### My "Official Job"

During the process of reclassification I was asked to rewrite my job description. This is what was accepted resulting in my reclassification to Senior Services Technician. Under general supervision, this In "A Little Bit More About Sue"

Tagged

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