Responsibilities & Duties Expanded

**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)