



OCHIN recognizes that people do their best work and are most satisfied when working in a healthy work environment. OCHIN seeks to nurture a healthy and productive work atmosphere that supports current members of the team and one that is eager to welcome and adapt to new members as they are added. The following values have been identified as essential characteristics and behaviors of OCHIN's work environment. They establish a framework for employee and organizational expectations about what it means to work at OCHIN. OCHIN's core values become **Respect- Excellence- Adaptability- Listening- Innovation- Teamwork- Integrity REALITI**

Role Name: Application Specialist

Department: Installation

Reports to: Director of Business Services

Pay Range: Depending Upon Experience and Level of Responsibility	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temp Employee/Contractor <input type="checkbox"/> Intern/	Hours/week: 40/week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt
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Purpose of Role: To Support Project Manager and team on various client engagements

Responsibilities:

- Support Project Manager
- Coach and mentor site specialist/site PM
- Train site specialist/site PM for system configuration
- Communicate site specialist/ site PM issues/ capabilities to OCHIN PM for escalation if needed
- Demonstrate system overview to SA
- Identify and determine workflow needs/changes
- Share best practice workflows
- Analyze collected data for system configuration
- Research claims and billing needs (PM only)
- Configure the EPIC system
- Educate members for system functions to be tested in key build areas
- Coach and train members to test functionality in key build areas
- Modify and retest system configuration
- Prepare and train end users
- Support Appointment Conversion
- Train and Support Abstracting (EMR only)
- Support Dress Rehearsal
- Support End Users on site and Go-live
- Support SA issues post go live
- Train and support SA for System upgrades, updates, enhancements
- Other duties as assigned

Work experience & education desired attributes:

- Four year degree in healthcare related field or business administration desirable.
- Three years healthcare experience including clinical, medical records, front or back office operations.

Required Skills and Abilities:

- Understanding of healthcare IT systems management and previous adult training experience preferred.
- EPIC claims, billing, clinic, and/or lab experience a plus. Applicants with Epic certification will have preference.
- Previous experience presenting and interacting with professional groups is desirable.
- Uses sound judgment in problem solving, analysis, facilitation and customer relations.
- Ability to manage multiple competing, complex tasks.
- Demonstrates adaptability, creativity, approachability, willingness to collaborate and provide constructive feedback.
- Basic skills in accounting, finance, current medical terminology, and healthcare clinic operations. An understanding of payers, managed care, basic UNIX, HIPAA and multi-state billing regulations.
- Strong PC skills are required.

- Strong and effective listening, written, oral and presentation skills.
- Epic certification will be required in a reasonable time period.
- Spanish bilingual is desirable.

Cultural Competencies:

- Results-oriented team player, collaborator, and relationship builder whose can-do attitude inspires others; encourages great performance in a fast-moving environment.
- Thrives in a changing environment and is excited by the chance to play a large role. Possess strong communication skills, enjoys working with customers and our members, and able to effectively execute.
- We love people who are passionate about changing healthcare through the use of information technology.
- Embraces the ideas of others. Focuses on the ownership of outcomes for all members and cross-functional teams while connecting all aspects of the business.
- Works with a minimum of supervision and be capable of strategically prioritizing multiple tasks in a proactive manner.

Organizational Disclaimer

Role descriptions are designed to outline primary duties, responsibilities and qualification requirements, and should not limit additional duties and responsibilities assigned. It is our expectation that each employee offers their services wherever and whenever deemed necessary to ensure the success of the organization.

ADA Requirements

Constant interpersonal skills, teamwork, customer service, reading, speaking, writing and understanding English, and problem analysis. Frequent creativity, mentoring, presentations/teaching. Occasional decision making and independent judgment or action. Frequent keyboarding, sitting, standing, hearing and talking.

Reviewed with _____ on _____