

Job Summary: Quality Assurance Coordinator

Policy

- A. This job summary describes the requirements and responsibilities of the Quality Assurance Coordinator at Vital Care, Inc.
- B. This position is a non-exempt position.
- C. This job summary must be signed before the end of orientation.
- D. This job summary will be used as part of the employee's 90 day performance review.
- E. This job summary lists key components of the position. However, not all tasks that may be assigned to this position are listed. Additions to the job summary may be made at any time by the Director of Corporate Outreach and the Quality Assurance Manager based on the needs of the Company.
- F. This job title requires the signature of a Non-Disclosure Non-Competition Agreement at the time of hire.
- G. A Quality Assurance Coordinator shall be responsible for working hours necessary to complete assigned duties within established parameters.

Job Summary

The Quality Assurance Coordinator is responsible for administrative duties within the Department of Corporate Outreach as support to department team members and for the design of projects and products for the department, company and franchises. The Quality Assurance Coordinator is also responsible for the maintenance and improvement of the Corporate Outreach Department's software programs including databases, customer portals, office productivity and utility programs. Long-term position development goals may include gaining proficiency with onboarding of new franchise pharmacy locations and on-site mock survey activities.

The Quality Assurance Coordinator reports to the Quality Assurance Manager.

Qualifications

- Required: Associates degree or higher, or equivalent in an administrative, office management, graphics, or related field.
- Required: Ability to communicate ongoing project status to other department members.
- Required: Excellent problem solving skills.
- Required: Ability to prioritize projects and work independently.
- Required: Excellent organizational skills.

- Required: Excellent communication and presentation skills via telephone and email or in person with customers.
- Preferred: Advanced level skills with all Microsoft Office Suite products (Outlook, Word, PowerPoint, Excel, and Publisher) and Adobe Acrobat products.
- Preferred: Prior experience in a role that involved the use of integrated computer systems.
- Registered or Certified Pharmacy Technician education or experience is beneficial.

Physical Requirements

The employee must be able to:

Task	Estimate
Use computer monitor and keyboard for extensive periods	6 hours per day
Lift boxes of copy paper	20 lbs.
Lift boxes with binders and other book/paper materials	5-10 lbs.

Essential Job Functions

- Physical attendance at the work location during normal business hours. Any exception to this must be in writing and approved by the Department Director.
- Adheres to organization policies and procedures.
- Ability to use Microsoft Office and Adobe Acrobat software.
- Excellent organizational, communication and presentation skills.
- Adheres to department standards regarding acceptable attendance, reporting to work on time, and completing work accurately and timely.
- Attends all mandatory meetings.
- Demonstrates "humble, hungry, and smart" attributes.

Job Responsibilities & Functions

- Effectively and efficiently carries out assigned projects.
- Plans and implements projects that improve the department's network design, information management design and information utilization.
- Participates actively in business continuity planning for the Company and the Corporate Outreach Department.
- Maintains departmental databases (Quality Assurance, Accreditation, Regulatory Compliance, and Continuing Education).
- Enters data and generates reports for the department and franchises in preparation for accreditation surveys and other projects.

- Assists during annual policy review and revision process; participates in the review and revision process for franchise, department and/or company policies, procedures and forms; distributes draft policies; collects revised policies; creates archival copies of policies; and prepares all policy files for entry onto the Company intranet portals.
- Designs and develops spreadsheet files in Excel that help other Company departments and franchises collect and use data to improve services or efficiency.
- Assists with quality assurance and VCAP-related tasks for new or existing franchise locations.
- Assists with management of the QA library and online store. Responds to franchise location requests for resources and materials.
- Completes other duties deemed necessary to accomplish the goals and mission of the department and company.

Orientation Signature

The signatures below indicate the employee received this job summary during his/her orientation process.

Employee Signature:	Date:
Manager or Director Signature:	Date:

New Assignment or Revision Signatures

The signatures below indicate the employee received this job summary due to a new assignment or a revision of the job description.

Employee Signature:	Date:
Manager/Director Signature:	Date: