

Newborn Screening Data Entry Job Family				
Job Title	Data Entry Operator/Cust Serv II	Data Entry Operator/Cust Serv III	Supv, Data Entry/Cust Serv	Mgr. Data Entry
Job Code	MJP373	MJP536	MJP374	MJP389
Pay Grade	WNS 3	WNS 4	WNS 5	WNS 6
Position Summary	Reporting to the QC Manager, the Data Entry Operator/Customer Service employee will accurately and timely enter demographic data on daily specimen batches and generate and check computerized reports for data accuracy. This position is also responsible for tracking specimens, documenting records, and communicating with various authorized medical personnel.	The person in this position will oversee the accurate and timely processing of newborn screening filter paper specimen cards in preparation for laboratory testing, oversee the timely and proper storage of the specimens, enter demographic data, and perform data accuracy checks.	The person in this position will oversee the accurate and timely processing of newborn screening filter paper specimen cards in preparation for laboratory testing, oversee the timely and proper storage of the specimens, enter demographic data, and perform data accuracy checks.	Under the direction of the Director of the NENSP, the Data Entry Manager will oversee all Data Entry Unit and Specimen Processing Room Staff, either directly or through supervisors who report to this position. This person is responsible for assuring that data entry and paper reporting activities are performed accurately and in a timely manner, that procedures are in place that optimize the efficiency and accuracy of Data Entry operations, and that operations are appropriately documented in an organized fashion. Also responsible for appropriate distribution and documentation of corrected/amended reports.
Essential Functions /Scope	<ul style="list-style-type: none"> * Data entry into LIMS of daily filter paper requisitions from all states; printing check list reports after data entry for use in data accuracy checks. * Assist in printing and processing the Patient Reports to Physicians and Hospitals. * Maintain and update Physician's information in LIMS. * Use Imaging software to scan filter paper requisitions and documents into LIMS. * Generate computerized reports and check them for data accuracy. * Update doctor's information in the database. * Assist in accessioning newly arrived specimens in the specimen processing section, as required. * Maintain confidentiality of all records by shredding old lab specimen requisitions, patient reports, and other documents containing patient information, following document storage policies. 	<ul style="list-style-type: none"> * Oversee and perform daily mail processing, create new "batches" in the newborn database, computer searches and the internal distribution of specimens. * Identify non-newborn samples, and follow prescribed procedures for processing these samples. * Create and append as necessary the Daily Record Sheet. * Make recommendations to improve specimen-processing activities and update the standard operating procedure as necessary. * Ensure the timely and proper packing, storing, and shipping of samples. * Ensure the organization of the specimen processing room and the specimen storage area in walk-in freezer. * Manage the distribution of blank specimen cards and parent brochures to hospitals. * Monitor the UPS delivery of samples and work with the Program Coordinator to contact UPS as necessary to resolve specimen delivery issues. * Maintain confidentiality of all records containing sensitive information. * Assist Data Entry Division with entry and checking of demographic, lab result, and other data as needed. * Assist in processing the repeat request letters to physicians and hospitals. 	<ul style="list-style-type: none"> * Supervise two specimen processing technicians. * Supervise and ensure proper adherence to specimen processing/routing protocols according to client contracts; Maintain confidentiality of all records containing sensitive information. * Make recommendations to improve specimen-processing activities. * Maintain SOPs used in specimen processing and update or create new SOPs when necessary. * Perform computer searches to determine repeat specimens and how to route them; perform daily specimen processing, create new "batches" in the newborn database, and orchestrate the internal distribution of specimens. * Create and append as necessary the Daily Record Sheet. * Ensure the timely and proper packing, storing, and shipping of samples, and hospital supplies (brochures and collection cards). * Maintain a specimen-tracking database for storage of residual Newborn dried blood specimens. * Ensure the organization of the specimen processing room and the specimen storage area in walk-in freezer. * Monitor the UPS delivery of samples. * Required to work some holidays and Saturdays on a rotating schedule. * Assist Data Entry Division with entry and checking of demographic data as needed. 	<ul style="list-style-type: none"> * Assure that goals of Data Entry division are met, including: all data entry is completed on day samples are received; ; * Assure effective QC checking of all data entry operations * Assure that printed and electronic reports (including all clinical laboratory reports) are distributed appropriately and in a timely manner * Assure that proper documentation of problems is maintained (corrected reports, misdirected reports, etc.). * Supervise, evaluate, and hire the Data Entry Staff; supervise, evaluate, and hire Specimen Processing Room Supervisor. * Responsible for the overall training program for the data entry unit. * Create, update and maintain SOPs for data entry operations. * Create and maintain protocols and records for the Data Entry unit. * Point person for receiving problems with data entry, and for recommending improvements to data entry aspects of newborn data system. * Oversee validation testing of changes to core Newborn data system as they pertain to data entry functions. * Some weekend and holiday work is required.
Required Qualifications	High school graduate or General Equivalence Diploma. General knowledge of personal computers Ability to type 50 words per minute with an accuracy of at least 90%	High school diploma or equivalent A keen sense of organization and attention to detail The ability to direct other personnel assisting in specimen processing A desire to earnestly achieve daily goals as part of the NBS team The ability to establish and maintain a good working relationship with all Newborn Screening personnel	High school graduate or equivalent Good working knowledge of personal computers Ability to type 50 words per minute with an accuracy of at least 90% Ability to lift and move boxes weighing approximately 25 pounds	High school diploma or equivalent 3 years supervisory experience Proficiency in use of personal computers, capable of in-depth learning of specialized data systems Ability to type 50 words per minute with an accuracy of at least 90%
FLSA Status	Non Exempt	Non Exempt	Non Exempt	Non Exempt
Promotional Process	Requisition	Requisition or In-family Promotion from Data Entry Operator/Cust Serv II	Requisition or In-family Promotion from Data Entry Operator/Cust Serv III	Requisition Stand alone position not considered part of any job family