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## JOB DESCRIPTION

**POSITION TITLE:** Process/QA Analyst  
**FLSA STATUS:** Exempt  
**PAY RATE:** \$43,000 to \$57,000 annually  
**DEPARTMENT:** MIS  
**DATE:** April 9, 2019

### POSITION SUMMARY

Under the direct leadership of the Manager, MIS and Process Improvement, the Process/QA Analyst will perform process and data analysis with a goal of recommending and implementing process improvements across departments at the Coalition when requested. This role is integral to both identifying organizational trends and driving organizational efficiencies to support the contractual obligations and overall Coalition operations. Additionally, this role is also responsible for developing, maintaining and executing quality assurance testing of cross department application functionality that support the business processes and perform other data analytic support as required.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Perform data analysis on unique data sets to draw conclusions
- Interpret results using a variety of techniques ranging from data aggregation via statistical analysis to complex data mining done independently
- Develop and maintain business process verification through managing quality assurance testing for all Coalition applications
- Define and implement process improvements as appropriate including but not limited to application of Lean/Six Sigma and 5S process improvement techniques
- Provide operational and technical support for process improvement in the Finance, Family Services and Provider Relations groups
- Effectively communicate analysis results to leadership
- Other projects as assigned

### SUPERVISORY RESPONSIBILITIES

None.

## QUALIFICATIONS

- Bachelor's degree from an accredited institution in Business Administration or other closely related field
- Minimum 2 years' experience in data analytics, business analytics or operational analytics or similar discipline
- This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S.
- Intermediate skills in Microsoft Office Products
- Ability to interpret data and determine accuracy
- Advanced organizational, analytical, project management, interpersonal and verbal and written communication skills

## Physical Activity/ Work Conditions

- **Work Environment:** This job operates in a general office setting. This role routinely uses standard office equipment such as computers, phones, copiers/fax machines. While performing the duties of this job, the employee frequently interacts with staff, vendors, and the public in person and via telephone and email.
- **Physical Demands:** While performing the duties of this job, the employee will be required to sit for prolonged periods, at a desk, utilizing a computer and reviewing online and paper documents. The employee will also be required to lift and move up to 25 pounds and occasionally lift and move up to 50 pounds.
- **Position Type and Expected Hours of Work:** This is a full-time position. Standard hours of work are Monday through Friday, 8:30 a.m. to 4:30 p.m. (37.5 hour workweek), however evening and weekend hours will be required.

*The statements in this Job Description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Early Learning Coalition of Hillsborough County does not discriminate against employees or clients based on race, color, religion, gender identity or expression, sexual orientation, national origin, age, disability, marital status, familial status or any other characteristic protected by Federal and State law. The coalition will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990, as Amended (ADAAA). We recruit, employ, train, compensate, and promote without regard to race, religion, creed, color, national origin, age, gender, sexual orientation, marital status, disability, veteran status, or any other basis protected by applicable federal, state or local law.*