



Job Description

Job Title: Salesforce Quality Assurance Specialist

Location: Binghamton Office

Employment Status: Regular, Full-Time

Reports to: Director of Account Management

Classification: Exempt

Salary: \$58-63K

About HealthlinkNY:

HealthlinkNY is a Qualified Entity (QE), funded by the New York State Department of Health (NYS DOH), which operates a health information exchange (HIE) as well as population health improvement programs (PHIP), supports healthcare delivery reform (DSRIP) and fosters collaboration for a region spanning the Hudson Valley, Catskills, and Southern Tier of New York. The HealthlinkNY HIE offers electronic access to patients' community-wide health records and serves as the region's access point to the Statewide Health Information Network of New York (SHIN-NY), supporting collaboration between healthcare providers across the state. For more information please visit www.healthlinkny.com

Nature and Scope of the Position:

Under the direction of the Director of Account Management, the Salesforce Quality Assurance Specialist is responsible for maintaining the integrity and normalization of the HealthlinkNY database to ensure that all relevant data is current and accurate. This position requires an analytically- oriented person who is comfortable working across department boundaries in a dynamic, multi-faceted, fast-paced setting for which planning, management, data analysis, and interpretation of results are essential.

Main Responsibilities:

- Oversees:
 - Data entry
 - Codification
 - Change control
 - Compliance and Q/A
- NYeC Salesforce Change Control



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- Works with different departments to ensure that data entry into the CRM is accurate and current.
 - Works with different departments to ensure that pertinent information is accessible for necessary cross department communication and collaboration.
 - Conducts Salesforce related training and onboarding for new staff.
 - Develops and implements quality control procedures.
 - Assists in preparation/reporting of milestone status reports.
 - Generates functional Salesforce reports and dashboards for staff to utilize.
 - Analyzes results and provide recommendations for improvements.
 - Works with technical teams to review, analyze, and troubleshoot test results and issues.
 - Assists in developing the Salesforce platform as well as the performance testing strategies and plans.
 - Performs other duties as necessary.

Education:

Associate's degree or equivalent experience with Salesforce CRM concepts.

Desired Skills:

- Strong computer skills, including experience using spreadsheets and databases
- Self-motivated
- Possess the ability to work independently
- Strong attention to details
- Good communication skills
- Energy and enthusiasm to motivate and engage others.
- Integrity and approachability
- A self-starter, highly organized, and possess the ability to work well with employees at all levels of an organization.

Experience:

- Knowledge of CRM concepts and Salesforce.com is highly desirable.
- A strong background in writing and executing comprehensive test plans for acceptance, regression, functional, and stress testing.
- Strong Microsoft Office and Windows-based computer application skills required.
- Background in health information technology or clinical systems a plus.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.



Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Travel is required.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee may occasionally lift up to 10 pounds.

HealthlinkNY is committed to the fair and equal employment of individuals with disabilities under the Americans with Disabilities Act (ADA). It is HealthlinkNY's policy to provide reasonable accommodation to individuals with disabilities who are qualified for the job in question unless the accommodation would impose an undue hardship on the organization.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply:

Please send resume and cover letter to info@healthlinkny.com or apply via Indeed job posting.