



APPLY ONLINE

Position Summary

POSITION TITLE

Clinical Research Assistant I

Purpose

Perform the day-to-day administrative activities of clinical research programs. Provide support to the team to facilitate the achievement of the program's goals. Assist with recruiting, consenting, distributing incentives, and managing data.

Responsible for obtaining research data through structured telephone survey research interviews, distributing, and collecting subject-completed surveys and ensuring accurate entry of responses into electronic data capture systems. Provides logistical support to assigned studies by sending and tracking subjects' study materials. Maintains good guardianship of research subjects' confidentiality and identity when speaking directly with a research subject and utilizing applications and materials with Personally Identifiable Information (PII) and Personal Health Information (PHI). Provides high quality customer service and triages non-study-related communications from research subjects to the appropriate individuals or departments.

Primary Functions

- Conducts telephone survey research interviews with potential and accrued study subjects.
- Ensures accurate entry of responses into electronic data capture system.
- Maintains confidentiality of all data in accordance with NMDP policies, while having access to PII, PHI and study-data for each research subject.
- Maintains complete and accurate records and files pertaining to assigned research studies.
- Coordinates ordering, shipping, and tracking of study specific materials to research subjects.
- Provides logistical support to assigned studies.
- Coordinates communications regarding subject negative events to all appropriate groups.
- Maintains and responds to study voice mail.
- Uses call tracking systems to ensure that all study contacts are completed (by phone, email, or mail), assigning contact attempts as needed to other interviewers.
- Tracks subjects' status and participation in the study and ensures that each study time point for each subject advances to a final status.
- Participates in planning, developing, and testing study scripts, training materials, call tracking and data capture systems.
- Participates in project team meetings.
- Assure compliance with all relevant IRB and other regulatory agency requirements.

Knowledge – Skills – Abilities

- MS Office, including basic word processing, spreadsheet, and database software application skills.
- Proficiently applying computer skills and engaging with customers simultaneously.
- Medical terminology helpful.



Organizational Structure

Building: Clinical Cancer Center
Department: Center for International Blood and Marrow Transplant Research
Division:
Reports to (Title): Scientific Director
Direct Reports (Titles): NA
Collaborates with (Titles):

Specifications

Appropriate experience may be substituted for education on an equivalent basis

Minimum Required Education: High school or equivalent.
Minimum Required Experience: No experience required
Preferred Education:
Preferred Experience:
Field:
Certification: CITI Training within 90 days of hire

Classification

Grade Name	6
Full-Time Equivalent	.5
FLSA Status	Non-Exempt
Workweek	Full-time role with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs
Job ID	331
Job Name	Admin Support Below Grade 8
Position Category	Research Services (RS)

Job Scope

Complexity – regularly applied judgment to accomplish tasks; develops policies and procedures

Impact – errors may cause moderate to serious damage; accuracy highly important

Autonomy – performs work independently with regular check-ins; supervision available as needed

Communication – occasionally resolves conflicts; adapts communication style to audiences

Responsibility – advises others

Confidentiality – regularly prepares and uses confidential information

Leadership – acts as a role model

**Risk Potential**

Little or no exposure to hazards such as dust, fumes, or extreme temperatures, airborne or blood borne pathogens, extreme temperatures, or allergens.

Sensory Acuity

Ability to detect and translate speech or other communication required. May occasionally require the ability to distinguish colors and perceive relative distances between objects.

Work Environment

Occasional exposure to dust, noise, temperature changes, or contact with water or other liquids. Work is performed in an environmentally controlled environment.

Performance Dimensions**Collegiality**

Exhibit confidentiality, honesty, and actions that build trust and strengthen relationships. Listen to others and effectively communicate in a clear and concise manner through written and verbal communication. Demonstrate respect and commitment to the values of diversity and equity; seek out and incorporate diverse perspectives into decision making.

Excellence and Creativity

Exhibit initiative and ingenuity by taking ownership of tasks to proactively improve services, avoid problems, or develop opportunities. Generate novel and valuable ideas to impact institutional missions. Identify and implement new methods to increase efficiency and quality.

Education and Development

Displays an ongoing commitment to continuous learning and self-improvement in one's area of responsibility. Actively seek out mentorship and learning opportunities that can be applied to current and future work activities. Develop and maintain professional affiliations. Participate in design, development, and/or evaluation of instructional materials, methods, courses, or programs.

Agility and Judgment

Remain flexible and versatile in rapidly changing environment and adapt quickly to changing circumstances. Change behavioral style or method of approach when necessary to achieve a goal. Make timely and sound decisions based on analysis of information, experience, and logic. Show reliability and accountability in the successful completion of all work.

Stewardship and Institutional Citizenship

Support transformational change to achieve institutional vision and strategies. Be an active and thoughtful participant in institutional initiatives, meetings, and committee work. Conserve resources and use in an efficient and cost effective manner across all institutional missions. Look for ways to improve and promote quality within area of influence.



Disclaimers

Background Check

Employment in this position may be contingent upon successfully completing a background and criminal history check, caregiver background check in accordance with the Wisconsin Caregiver Background Check Law, physical examination, and / or driving record check.

Equal Opportunity Employer

The Medical College of Wisconsin is an affirmative action / equal opportunity employer and does not discriminate in hiring or employment on the basis of age, sex, race, color, religion, national origin, veteran status, disability, or sexual orientation.

Diversity and Inclusion

The Medical College of Wisconsin defines diversity as a commitment to recognizing and appreciating the variety of individual differences in an environment that promotes and celebrates individual and collective achievement. The diversity of MCW continues to be an important source of innovative ideas and creative accomplishments.

Confidentiality

Employees that have access to MCW, affiliate, subsidiary, or student data or Protected Health Information (PI), or research protected information are obligated to protect the confidentiality and proper use and access of this information in order to prevent loss, misuse, unauthorized access, unnecessary identification, or security breaches.

Completeness

This job description is not an employment contract and the Medical College of Wisconsin may modify this document at any time. This document is intended to indicate the types of tasks and levels of skill, effort, and responsibility required by positions assigned this title. This information shall not be construed as a declaration of the specific duties and responsibilities of any particular position. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of direct reports. The functions described are not to be interpreted as exclusive or all-inclusive of the various functions performed.