



## **APPLY ONLINE**

### **Position Summary**

#### **Research Program Coordinator III**

##### **Purpose**

Work independently under the administrative direction of the Quality Program Manager to coordinate the day-to-day activities of the Quality Assurance program. Provide direction and guidance to the operational teams to facilitate the achievement of the program's goals.

##### **Primary Functions**

- Ensure compliance with regulatory and institutional policies.
- Collaborate with the Program Manager to maintain and further enhance the quality management system.
- Assist in maintaining the document control & training system by assuring essential and controlled documents and training records are current, appropriately reviewed and approved, consistently titled, archived when obsolete, and kept secure, confidential, and traceable.
- Coordinate and support internal and external audits to ensure compliance with quality standards and regulatory requirements.
- Support in the initiation, investigation, and closure of quality-related incidents and CAPAs. Ensure timely and effective resolution of these quality issues.
- Work with Program Manager to develop, implement, and maintain comprehensive databases and files related to the program.
- Collect, analyze, and disseminate program data. Report program data and progress to program stakeholders.
- Coordinate the development of program materials including educational/training materials, marketing materials, websites, forms, policies/standard operational procedures, and reports.
- Participate in the development of program resources through literature searches and contact with internal and external programs.
- Schedule activities, people, and material resources.
- Coordinate and manage program outreach activities including acting as a liaison with community organizations.
- Participate on appropriate committees and continuous improvement projects relevant to the advancement of the program.

##### **Knowledge – Skills – Abilities**

Knowledge of quality assurance methodologies, regulations, and standards.

Knowledge of technical, business, consultation, project management, and cultural awareness.

Customer focus, building trust, communication, critical thinking, and influencing skills.



### **Organizational Structure**

Building: Clinical Cancer Center

Department: Center for International Blood & Marrow Transplant Research

Division:

Reports to (Title): Quality Assurance Program Manager II

Direct Reports (Titles): NA

Collaborates with (Titles): CIBMTR Milwaukee staff, CIBMTR Minneapolis staff

### **Specifications**

*Appropriate experience may be substituted for education on an equivalent basis*

Minimum Required Education: Bachelor's degree in quality management, engineering, or a related role

Minimum Required Experience: 5 years

Preferred Education:

Preferred Experience: Experience in quality assurance within the medical or research field preferred

Field:

Certification: Certification in quality management (e.g., Six Sigma, ISO) is a plus. CITI training required within 90 days of hire.

### **Classification**

Grade Name 14

Full-Time Equivalent 1.0

FLSA Status Exempt

FLSA Test Administrative

Workweek Full-time role with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs.

Job ID 271

Job Name Coordinator

Position Category Research Services

### **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

### **Physical Requirements**

Work requires infrequent physical effort such as walking or retrieving materials.

**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**

May experience slightly disagreeable features such as temperature changes or noise from time to time. Work 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 (MCW) is an Equal Opportunity Employer. We are committed to fostering a diverse community of outstanding faculty, staff, and students, as well as ensuring equal educational opportunity, employment, and access to services, programs, and activities, without regard to an individual's race, color, national origin, religion, age, disability, sex, gender identity/expression, sexual orientation, marital status, pregnancy, predisposing genetic characteristic, or military status. Employees, students, applicants or other members of the MCW community (including but not limited to vendors, visitors, and guests) may not be subjected to harassment that is prohibited by law or treated adversely or retaliated against based upon a protected characteristic.

### **Diversity and Inclusion**

The Medical College of Wisconsin (MCW) is committed to creating an inclusive and welcoming workplace that includes individuals with diverse backgrounds and experiences. We believe that embracing human differences is critical to realize our vision of a healthier world, and we recognize that a healthy and thriving community starts from within. We strive to integrate our human and social differences into MCW's functioning, strategies and culture to create a diverse and equitable workplace. If you believe embracing individuality and working together makes us stronger, then MCW is the place for you. People of color, women, LGBTQIA+, veterans and persons with disabilities are encouraged to apply.

### **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.