



Health Job Family: **Lab Processing Assistant Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Lab Processing Assistant II INDIVIDUAL CONTRIBUTOR	Lab Processing Assistant III INDIVIDUAL CONTRIBUTOR	Lab Processing Coordinator INDIVIDUAL CONTRIBUTOR	Lab Processing Assistant Section Lead INDIVIDUAL CONTRIBUTOR
Provide routine sample processing support in accordance with client specimen standards on a daily basis.	Perform a variety of routine to moderately complex sample processing in accordance with client specimen standards on a daily basis	Provide a wide variety of moderately complex sample processing; ensure standard care of client specimens are met on a daily basis; review, and recommend updates to existing standard operating procedures	Oversee lab operations, provide best practices for a wide variety of complex sample processing; oversee and ensure completeness and accuracy of client specimens; create, review, and recommend updates to existing standard operating procedures
Sort, screen, and route packages according to written protocols.	Sort, screen, and route packages according to written protocols; assist with moderately complex packages.	Sort, screen, and route packages according to written protocols; may redirect work and assist staff with moderately complex packages. Troubleshoot submissions with clients for satisfactory solutions.	Oversee and provide daily workflow and ensure timely and accurate sample processing. Provide subject matter expertise to the team members. Troubleshoot and resolve questions/problems with clients for satisfactory solutions.
Limited and/or supervised interaction with clients; field, screen, and redirect telephone, walk-in, and routine inquiries to provide general information.	Participate in client interaction; field, screen, and redirect telephone, walk-in, and routine inquiries; provide general information and serve as a reference for policies and procedures; refer complex inquiries to others.	Participate in client interaction and provide guidance to others providing similar support; provide complete information for successful submission. Answer questions independently, serve as a reference for policies and procedures; work with laboratory professionals to troubleshoot complex inquiries.	Extensive client interaction and provide oversight of others providing similar support; ensure complete information for successful submission. Answer questions independently, serve as a reference for policies and procedures; work with laboratory professionals to resolve complex inquiries.

Lab Processing Assistant II INDIVIDUAL CONTRIBUTOR	Lab Processing Assistant III INDIVIDUAL CONTRIBUTOR	Lab Processing Coordinator INDIVIDUAL CONTRIBUTOR	Lab Processing Assistant Section Lead INDIVIDUAL CONTRIBUTOR
Perform basic electronic data entry tasks in laboratory systems in order to identify clients, enter requests, and identify status of requests.	Accurately perform moderately complex electronic data entry tasks in multiple laboratory systems in order to identify clients, enter requests, modify requests, and identify location of specimen and/or status of requests.	Accurately perform complex electronic data entry tasks in multiple laboratory systems in order to identify clients, enter requests, modify requests, resolve discrepancies, and identify location of specimen and/or status of requests.	Oversee database submissions ensuring and tracking adherence for compliance.
Adhere to all quality system requirements and participate in the continued development of the laboratory's quality system; maintain appropriate laboratory quality system records.	Adhere to all quality system requirements and participate in the continued development of the laboratory's quality system; maintain appropriate laboratory quality system records.	Assist in evaluating nonstandard procedures and recommend modifications; adhere to all quality system requirements and participate in the continued development of the laboratory's quality system; maintain appropriate laboratory quality system records.	Evaluate nonstandard procedures and recommend modifications; adhere to all quality system requirements and assist leadership in establishing and monitoring the development of the laboratory's quality system; maintain appropriate laboratory quality system records.
Appropriately dispose of laboratory waste; clean and maintain laboratory hygiene in designated work areas.	Appropriately dispose of laboratory waste; clean and maintain laboratory hygiene in designated work areas and maintain equipment records.	Ensure maintenance of laboratory hygiene, disposal of laboratory waste, and accurate maintenance of equipment records.	Oversee and ensure maintenance of laboratory hygiene, disposal of laboratory and biohazard waste, disinfection processes, and handling of infectious materials and chemicals and accurate maintenance of equipment records.
Adhere to all disease control and laboratory safety protocols.	Adhere to all disease control and laboratory safety protocols.	Ensure adherence to all disease control and laboratory safety protocols.	Ensure adherence to all disease control and laboratory safety protocols; perform detailed record keeping of unit safety, training, test and quality control performance.
Assist with inventory and ordering of supplies, as needed.	Maintain inventory and order/coordinate supplies.	Assist with maintenance of supplies and inventory levels.	Oversee and ensure maintenance of supplies and inventory levels; assess purchasing needs in a timely manner; work with the Accounting Service Center as needed on purchases.
	May provide specialized support in one or more areas of the laboratory.	May be assigned multiple areas of specialty support in complex areas of the laboratory in order to ensure completion.	Serve as technical specialist for laboratory processes.
	May provide training on laboratory procedures.	Provide training on laboratory procedures.	Provide training and coordinate technical assessments; ensure compliance and document approval for staff to perform procedures; provide backup support documenting training activities.

Lab Processing Assistant II INDIVIDUAL CONTRIBUTOR	Lab Processing Assistant III INDIVIDUAL CONTRIBUTOR	Lab Processing Coordinator INDIVIDUAL CONTRIBUTOR	Lab Processing Assistant Section Lead INDIVIDUAL CONTRIBUTOR
		Assist with coordination of daily assignments and workflow.	Act as team lead; provide coordination of daily assignments and workflow; recommends hires and participates in performance appraisals.

RELATED COMPETENCIES/SKILLS				
JOB RELATED KNOWLEDGE, SKILLS, ABILITIES AND BEHAVIORS THAT CONTRIBUTE TO SUCCESS IN THE ROLE				
<p>Accuracy and Attention to Detail (All levels)</p> <p><i>Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy</i></p>	<p>Laboratory Practice Quality Assurance (All levels)</p> <p><i>Knowledge of guidelines and principles for quality assurance in a laboratory environment; ability to monitor and evaluate the appropriateness of laboratory practices for general laboratory safety and adherence to policies in all areas.</i></p>	<p>Office Support Tools (All levels)</p> <p><i>Knowledge of commonly used office hardware, software and equipment and ability to use the tools available at the desktop (for example: word processing, e-mail, presentation software, and spreadsheets.)</i></p>	<p>Service Excellence (All levels)</p> <p><i>Knowledge of customer service concepts and techniques; ability to meet or exceed customer needs and expectations and provide excellent service in a direct or indirect manner.</i></p>	<p>Standard Operating Procedures (All levels)</p> <p><i>Knowledge of established standard operating procedures (SOP) and ability to design, implement and evaluate standard operating procedures affecting daily and strategic business operations in order to increase operational efficiency.</i></p>
<p>Effective Communication (Assistant Section Lead)</p> <p><i>Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.</i></p>	<p>Customer Service Interaction (Assistant Section Lead)</p> <p><i>Knowledge of customer service priorities and ability to utilize tools and techniques for maintaining an environment where all understand and are committed to providing excellent service to internal and external customers.</i></p>	<p>Problem Solving (Assistant Section Lead)</p> <p><i>Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.</i></p>		

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11792 LAB PROCESSING ASSISTANT II, BAND B	11793 LAB PROCESSING ASSISTANT III, BAND C	11794 LAB PROCESSING COORDINATOR, BAND D	12228 LAB PROCESSING ASSISTANT SECTION LEAD, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school Diploma and up to 1 year relevant experience or equivalent combination. Required to demonstrate proficiency of laboratory system procedures.	Associate's degree and up to 1 year relevant experience or equivalent combination. Required to demonstrate proficiency of laboratory system procedures.	Associate's degree and up to 2 years relevant experience or equivalent combination. Required to demonstrate proficiency of laboratory system procedures.	Associate's degree and up to 4 years relevant experience or equivalent combination. Required to demonstrate proficiency of laboratory system procedures.
IMPACT	Affects immediate department	Extends beyond department	Extend beyond the position's college or unit	Extend beyond the position's college or unit
CONTACTS - INSIDE	Assists others Cooperation of task completion	Cooperation of task completion Contribute to group projects	Coordinate Activities Contribute to group projects	Coordinate Activities Provide guidance and instruction Contribute to group projects
CONTACTS - OUTSIDE	Limited Contact Handle confidential information	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Somewhat complex business Provide factual information Handle confidential information
CONTACTS - STUDENTS	May demonstrate duties during student rotations	Provide training and instruction on equipment, instruments, machinery, methods	Provide training and instruction on equipment, instruments, machinery, methods. Provide information or instruction on policies/procedures	Provide training and instruction on equipment, instruments, machinery, methods. Provide information or instruction on policies/procedures

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SUPERVISION	None given	On-the-job training	Team leader On-the-job training	Team leader On-the-job training Assign and review work Recommend hiring and participate in performance appraisals
COMPLEXITY	Tasks related to one specific area of work	Entire field tasks	Focus on an entire field and on related areas	Focus on an entire field
LEVEL OF DECISION MAKING	Responsible for routine decisions within limits prescribed by established policies or by supervisor	Responsible for some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities
FREEDOM OF ACTION	General supervision Proceeds alone on regular tasks Refers questionable situations to the supervisor	General supervision Proceeds alone on regular tasks Resolves most problems	Little guidance to accomplish work activities Rarely refers situations to the supervisor	Little guidance to accomplish work activities Rarely refers situations to the supervisor
SUPPORT SKILLS – WRITING	Provide standard responses to inquires	Provides non-standard response or prepares written material that requires some research	Provides non-standard response or prepares written material that requires some research	Provides non-standard response or prepares written material that requires some research
SUPPORT SKILLS – COMPUTER	Uses business or technical programs for data input or word processing to create documents or reports	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks
WORKING CONDITIONS - PHYSICAL	Lift up to 40 lbs.	Lift up to 40 lbs.	Lift up to 40 lbs.	Lift up to 40 lbs.

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WORKING CONDITIONS - VISUAL	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity
WORKING CONDITIONS - HAZARD	Chemicals/substances requiring careful use including blood borne pathogens. Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions; or equipment requiring constant attention. Safety gear is required in some aspects of work.	Chemicals/substances requiring careful use including blood borne pathogens. Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions; or equipment requiring constant attention. Safety gear is required in some aspects of work.	Chemicals/substances requiring careful use including blood borne pathogens. Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions; or equipment requiring constant attention. Safety gear is required in some aspects of work.	Chemicals/substances requiring careful use including blood borne pathogens. Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions; or equipment requiring constant attention. Safety gear is required in some aspects of work.