

# POSITION DESCRIPTION

DEPARTMENT: Imaging

**POSITION TITLE: Imaging Operations Manager**

**SUPERVISOR: Imaging Director**

**DATE REVISED: 9/26/05**

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*There is an expectation that you will observe all values and the Code of Ethics, and that you will embrace the philosophy and mission for patient centered care. In an effort to promote teamwork, your job responsibilities are flexible and may include more or less than is shown here.*

## **POSITION SUMMARY**

Will oversee daily operations at [redacted] as well as [redacted]. Assists in problem solving, process review and evaluation. Must be able to work independently.

## **JOB QUALIFICATIONS**

### **EDUCATION OR FORMAL TRAINING**

Bachelor's degree in a business preferred. Masters Degree desired.

### **SPECIAL QUALIFICATIONS (licensure, registration, etc.)**

None

### **KNOWLEDGE, SKILL AND ABILITY**

1. Ability to problem solve.
2. Good interpersonal communication skills.
3. Ability to work closely with radiologists and other physicians.
4. Must have excellent computer and organizational skills.
5. Must be able to analyze and refine processes throughout the department.
6. Must have a full understanding of hospital process and procedure.
7. Must have working knowledge of marketing and operations.
8. Must have a working knowledge of quality improvement concepts.
9. Work closely with department director and supervisors.

### **EXPERIENCE**

Three (3) years experience in the healthcare or business field.

## **MATERIALS AND EQUIPMENT DIRECTLY USED**

1. Computer
2. Printers
3. Fax
4. Telephones
5. Copiers

## **WORKING ENVIRONMENT/PHYSICAL ACTIVITIES**

1. Walking and standing required 75% of the time.

2. Stressful environment and fast pace.
3. While performing the duties of this job, the employee is required to constantly stand and walk. The employee frequently is required to stoop, crouch, and twist. The employee is occasionally required to kneel, squat and sit.
4. Functional physical demands include: manual dexterity, fine motor skills and reaching. The following senses will be needed for essential duties of the job: speech, vision, hearing, smell and touch.
5. Sitting for extended periods of time during meetings.

## **INTERRELATIONSHIPS**

- Extensive: Imaging staff  
All patient care and non-patient care departments in the hospital
- Moderate: Medical staff of the hospital  
Administrative staff of the hospital  
Patients, visitors, and general community.

## **SUPERVISORY DUTIES**

1. Must be able to work independently.
2. Must be a QI/QC committee member.
3. Must be a problem-solving leader.
4. May assist with performance reviews/skills review.
5. Is responsible for department statistics.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Work with supervisors to insure efficient staffing.
2. Assist in counseling.
3. Assist in interviews.
4. AQ/AC activities.
5. Works directly with director and supervisors to analyze and refine processes.
6. Serves as a resource person for radiologists, staff and physicians.
7. Assists with development and implementation of marketing plans.
8. Works with physician office staff to strengthen relations and improve customer service.
9. Works with other departments to strengthen relations and improve customer service.
10. Assists in code review and payment issues.
11. Assists in insurance pre-authorization tracking and mechanisms.
12. Assists in department planning and construction projects.
13. Is familiar with organization, department and job specific Environment of Care areas, including Life Safety, Utilities Management, Hazardous Materials Communications, Emergency Preparedness, Infection Control and Medical Equipment Failure.
14. Adheres to Standard Precautions as appropriate
  - a) The use of protective barriers as appropriate;
 

*gloves	*masks
*gowns	*pocket masks
*safety glasses	
  - b) Handling and disposing of infectious waste appropriately.
  - c) Hand washing as appropriate.

## **PATIENT CARE/INTERACTION**

When applicable, employees must be able to adjust the essential functions they perform appropriately to the age of their patient/customer. Employees must demonstrate knowledge of

the principles of growth and development and the knowledge and skills necessary to provide for the primary population of patients served in the department. Employees demonstrate the ability to alter care and patient/family education based on the age or developmental level of the patient.

Primary patient population served. (Check all that apply)

Neonate/Infant (birth – 12 months)       Adult (17 – 69 years)

Child (13 months – 12 years)       Older Adult (70+ years)

Adolescent (13 – 17 years)

**This position does not have regular patient contact.**

### **OTHER DUTIES/RESPONSIBILITIES**

1. Assists in the evaluation and new products and equipment.
2. Understands role as manager and effectively supports and communicates management decisions.
3. Serves as a role model and mentor for staff.
4. Performs other duties as required.
5. Keeps the department clean.

### **EMPLOYEES ARE HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB**

**A detailed list of all competencies is listed in the competency-based orientation checklist that is an addendum to this job description.**

**The department director is responsible for designating appropriate security responsibilities and levels of supervision required for any \_\_\_\_\_ this position might have. This is done on the \_\_\_\_\_**