

POSITION OVERVIEW

Job Title: Director, RCM
Business Title: Crew Chief
Job Code: DIRREVC
FLSA Status: Exempt
Department: RCM
Reports to: Star Nelson
Location: Remote

POSITION SUMMARY

Radiology Partners is seeking a Director responsible for managing a necessary functions, outside of billing and collecting, that support efficient and accurate reimbursement. As a key member of the revenue cycle team, the executive will oversee a team and work with various internal and external stakeholders to develop and execute business objectives. The individual will ensure the team is able to successfully integrate new business into Radiology Partner's oversee continued support through Client communication and issue identification and resolution.

POSITION DUTIES AND RESPONSIBILITIES (*HIGHLIGHTED ITEMS SHOULD ONLY BE ADDED TO PEOPLE LEADER JOB DESCRIPTIONS.)

- Serve as the VP's strategic partner for the region, representing leadership in meetings and keeping the VP informed of revenue-impacting issues and operational risks.
- Oversee multiple billing teams across the region, monitoring performance at all levels to ensure adherence to standards, compliance with state and federal regulations, and timely submission and payment of claims.
- Review AR performance metrics daily, weekly, and monthly to identify trends, develop action plans, and address client issues, denials, rejections, and escalated patient complaints or audits.
- Lead RCM standardization initiatives and billing process improvements, leveraging technology and innovation to enhance workflows, reduce denials, and improve revenue cycle efficiency.
- Oversee integrations of new practices and locations into the Imagine system, documenting practice-specific processes to ensure smooth transitions from onboarding to operations.
- Serve as the primary point of contact for client leadership and internal teams regarding ongoing RCM performance, payer issues, escalations, and enrollment-related concerns
- Define, track, and report team performance metrics, proactively identifying failures or system issues and implementing corrective actions to drive results.
- Own key practice performance, particularly for practices where also serving as the Performance Manager, ensuring alignment with regional goals and operational excellence.
- Collaborate across teams to resolve revenue holds, payer challenges, and operational obstacles impacting cash flow and claims processing.
- Mentor, develop, and train team members through professional development initiatives to cultivate a high-performing and accountable team culture.
- Direct and ensure timely completion of project and work plans, reviewing financial reporting and slide decks prior to VP approval to support accurate and strategic decision-making.



- Lead the planning and coordination of meetings with internal and external stakeholders to maintain transparency, alignment, and consistent progress toward operational goals.

KNOWLEDGE, SKILLS, AND ABILITIES

- Bachelor’s or Master’s degree in Health Administration, Business Administration, or a related field, or an equivalent combination of education and experience.
- 5+ years of experience in revenue cycle management, project management, client service, and system integration; supervisory experience in a high-volume, managed care environment preferred.
- Demonstrated knowledge of healthcare reimbursement, medical billing, CPT/ICD9/ICD10 coding, financial reporting, and collections processes; radiology revenue cycle and billing experience preferred.
- Proven ability to manage billing system and payor setup/configuration, including understanding payer behavior and claims workflow.
- Strong problem-solving, analytical, and strategic thinking skills with the ability to see the big picture and drill into operational details.
- Demonstrated success leading process improvement initiatives and standardization efforts.
- Effective communication, presentation, and facilitation skills for VP-level and executive audiences, with excellent interpersonal, verbal, and written communication abilities.
- Highly motivated self-starter, adaptable to fast-paced, high-growth environments, capable of managing competing priorities and driving results.
- Strong team leadership and mentoring experience, with the ability to build collaborative relationships across cross-functional groups.
- Proficient in Microsoft Office Suite, including advanced Excel and PowerPoint; intermediate skills in Word and Outlook.

REQUIRED QUALIFICATIONS

- Bachelor’s or Master’s degree in Health Administration, Business Administration, or a related field, or an equivalent combination of education and experience.
- 5+ years of experience in revenue cycle management, project management, client service, and system integration; supervisory experience in a high-volume, managed care environment preferred.

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

- Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

- Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

- Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

- Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

- Never Occasionally Constantly

Communicating with others to exchange information.

- Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

- Never Occasionally Constantly

Operating machinery and/or power tools.

- Never Occasionally Constantly



Operating motor vehicles or heavy equipment.

- Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

- Never Occasionally Constantly

Environmental Conditions

Low temperatures.

- Never Occasionally Constantly

High temperatures.

- Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

- Never Occasionally Constantly

Noisy environments.

- Never Occasionally Constantly

Hazardous conditions.

- Never Occasionally Constantly

Poor ventilation.

- Never Occasionally Constantly

Small and/or enclosed spaces.

- Never Occasionally Constantly

No adverse environmental conditions expected.

- Never Occasionally Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

- Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

- Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

- Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

- Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate’s Signature

Date