

POSITION OVERVIEW

Job Title: Hospital Relations Associate I
Business Title: *Specific title (if none, list N/A)*
Job Code: HOSPRELASCI
FLSA Status: Exempt
Department: XXXXXX
Reports to: Hospital Relations Supervisor
Location: XXXXX
Draft Date: 01-15-2026
Revision Date: XXXXX
Approved By: XXXXX
Role: Individual Contributor

POSITION SUMMARY

Performs a wide range of complex administrative and office support activities for the Radiologists while providing excellent customer service to internal and external clients. Monitors turnaround time of exams and workflow productivity while keeping management informed of any issues.

POSITION DUTIES AND RESPONSIBILITIES

- Collaborates and coordinates on-call procedures with hospital and radiologist.
- Participates, responds, and resolves instant message and email requests in a timely fashion.
- Triage issues and escalates to Tier 2, Lead, Manager on Duty, if solution is not available.
- Demonstrates intermediate knowledge of downtime guidelines, familiar with location and utilization of downtime resources.
- Answers phones and assists caller for the Radiologist.
- Communicates directly as a liaison with external clients, editors, technologists, radiologists and a variety of departments to resolve issues as required while maintaining a constant unified front of coverage.
- Notifies the Radiologist about call reports or other urgent matters.
- Monitors incoming unread studies and dispatches to radiologist for interpretation.
- Assists with locating comparison studies to help Radiologist with interpretations.
- Monitors turnaround time of exams to ensure internal and external exams are being appropriately processed.
- Calls reports to ER, referring physicians, and nurses as directed by the radiologist.
- Facilitates resolution of issues, including quality assurance issues that referring physicians or other external clients may have with imaging studies.
- Handles a large volume of phone calls and inquiries which require a high level of coordination of resources to be presented in a professional manner to the caller.
- Acts as a liaison between hospital staff and radiologists to coordinate procedures as needed.
- Assists with quick resolution on any Practice related problem.
- Monitors all forms of Practice communication regularly and responds appropriately.
- Must have reliable transportation available during working hours, to perform required job duties, requests and miscellaneous errands as needed.
- Essential personnel may be directed to deploy to alternate location during planned/unplanned outages.
- Responsible for fulfilling call duty as assigned and providing appropriate assistance.
- Must be available to work weekends and/or holidays as needed.
- Maintains a constant unified front of coverage and serves as liaison between radiologists, referring physicians and clinic & hospital staff.

- Maintains next days or week's procedure schedule for the hospital and keeps Radiologist apprised of procedures being performed for the day.
- Handles a large volume of data inquiries which require a high level of coordination of resources to be presented in a professional manner.
- Assists with client account resolutions pertaining to scheduling, billing and quality assurance issues.
- Trains new employees, provides updates to management and provides on-going training for all staff as assigned.
- Performs other related duties incidental to the work described herein.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of organizational policies, procedures, systems and office management practices.
- Knowledge of research methods and procedures sufficient to compile data and prepare reports.
- Skill in the operation of office equipment.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to read, interpret and apply clinic policies and procedures.
- Ability to identify problems and recommend solutions.
- Ability to establish priorities and coordinate work activities.
- Highly motivated with great organizational skills.
- Demonstrates appropriate customer service attitudes and services in a variety of work settings.
- Proficient in word processing, spreadsheets, Internet and presentation software.
- Ability to act independently upon information and make decisions that achieve optimal results.
- Results orientation for delivering appropriate products and services in an accurate, complete and timely fashion.
- Ability to assess and identify needs and develop creative strategies.
- Must be skilled in written and verbal communications, requiring the ability to read and write effectively and efficiently.
- Successful incumbent possesses high energy, drive and positive attitude; is committed to customer service and teamwork; has the ability to multi-task; and, is focused on achieving results.

REQUIRED QUALIFICATIONS

- Education - High School Diploma or GED.
- Experience - One to three years' experience in a medical office environment preferred. Equivalent education or experience may be considered.
- Must have and maintain a valid driver's license.

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Education in a certain field or a degree beyond the required qualifications, if applicable
- Experience in a certain field, with certain technologies, or beyond the required qualifications, if applicable
- Specific certifications, licenses, or other credentials that are beyond the required qualifications, if applicable

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