

POSITION OVERVIEW

Job Title: Operations Manager

Department: Operations

Job Code: OPSMGR

Reports to: AVP Operations

FLSA Status: Exempt

Location: XXXXX

Draft Date: 1.15.2025

Revision Date: XXXXX

Approved By: Kim Adams

Role: People Leader

POSITION SUMMARY

Radiology Partners is the largest and fastest growing on-site radiology practice in the US. We are an innovative practice focused on transforming how radiologists provide consistently exceptional services to hospitals, imaging centers, referring physicians and patients. With our state-of-the art clinical technology, specialized expertise, access to capital, and retention of top physician talent, Radiology Partners reliably exceeds the expectations of our clients, patients, and partners. We serve our clients with an operational focus, and, above all, a commitment to quality patient care. Our mission is To Transform Radiology.

The Operations Manager is responsible for providing effective, efficient project support to the Operations team. The incumbent assists with various operational projects identified for completion throughout the year. This position has significant responsibility for data analysis, monitoring and reporting.

POSITION DUTIES AND RESPONSIBILITIES

- Collaborates with Operations leadership on project planning through execution.
- Coordinates project deliverables in conjunction with the key Manager/Director.
- Develops and maintains a detailed project schedule which includes training, meetings and deadlines for all sites and staff involved in the project. Interfaces with all the various departments and Core Team members on assigned projects. Assists in adherence to project deadlines.
- Participates in and contributes to Team meetings. Prepares and/or edits the following documents including, but not limited to: meeting minutes, presentations, spreadsheets and tables.
- Compiles summary documents, e.g. Product Development Plan, Management Summary and project spreadsheets. Collects and include contributions from the Team.
- Manages and monitors the Press Ganey patient satisfaction software application. Provides weekly patient satisfaction comment surveys to the Site Manager and Senior Management.
- Manages the radiology student orientation schedules, generates training packets and coordinates the on-site corporate orientation program for onboarding for the four university affiliates.
- Creates and generates the electronic orientation, training binders for new physicians, clinical and admitting staff joining the practice.
- Extrapolates data set from IT-generated volume cube to create monthly volume reports and Power Point presentation for each site and modalities for Senior Management.
- Actively participates in key operational projects and attends the monthly Operations Management team meetings. Actively tracks project changes via a project management plan, updates next steps, creates agenda, minutes and maintains the project schedule.
- Interfaces with patients as the organization's patient advocate. Enter and monitors Practice patient complaint repository on the organization's website and works directly with Managers for recovery and resolution.



- Actively participates in the planning and clinical hands-on-competency and maintains clinical competency forms in the Practice employee repository for Joint Commission preparedness. Plans, coordinates and tracks BLS classes for all teammates.
- Coordinates and edits all new and existing referring provider entries in the MedInformatics (EMR) provider dictionary database.
- Tracks project changes and produces updated documents /spreadsheets/ schedules. Upon completion of each project, submits report on the project life cycle.
- Coordinates meetings, and assists Project Managers and Core Team members with calendar maintenance. Schedules deployment of mobile devices or equipment needed for the project.
- Performs other related duties and special projects as assigned.
- Participates as a member of the Radiology Team. Consistently demonstrates and promotes Radiology Practice Values.
- Ensures a professional attitude and appearance at all times. Consistently demonstrates flexibility and good judgment. Consults and communicates in an effective manner with co-workers and supervisor(s) as necessary.
- Adheres to all Practice policies and procedures, including Compliance, HIPAA, OSHA, licensing and accreditation guidelines. Reviews policy and procedure manuals on an annual basis.

REQUIRED QUALIFICATIONS

- 3-5 years professional project and healthcare experience, required.
- Must demonstrate expert knowledge of Excel, Word, Visio & PowerPoint.
- Transportation is required.

DESIRED EDUCATION/EXPERIENCE

- Bachelor's degree in business management preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Must demonstrate critical thinking and problem solving skills and ability to coordinate multiple priorities and deadlines.
- Must demonstrate ability to influence, lead, delegate, work cooperatively in a team environment, negotiate, manage conflict, and tolerate stress
- Must be comfortable with a flexible work schedule and work independently.
- Must possess excellent planning, organizing, decision-making and communication skills.

Physical Activities

Ascending or descending stairs, ramps, .

☐ Never ☒ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments .

☒ 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

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 .

☒ Never ☐ Occasionally ☐ Constantly



Operating motor vehicles or heavy equipment.

☐ Never ☐ Occasionally ☐ Constantly

Environmental Conditions

Low temperatures.

☒ Never ☐ Occasionally ☐ Constantly

High temperatures.

☒ Never ☐ Occasionally ☐ Constantly

Noisy environments.

☐ Never ☒ Occasionally ☐ Constantly

Poor ventilation.

☒ Never ☐ Occasionally ☐ Constantly

Physical Demands

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