

POSITION OVERVIEW

Job Title: Radiology Service Coordinator
Business Title: *Radiology Service Coordinator*
Job Code: RADSERVCOORD
FLSA Status: Hourly
Department: Operations, Radiology Support
Reports to: Practice Director
Location: Remote, USA
Draft Date: 03/05/2026
Revision Date: 03/05/2026
Approved By: Desiree Garcia
Role: Individual Contributor

POSITION SUMMARY

The Radiology Services Coordinator provides support to our Radiologists and clients, ensuring timely reading of exams. They troubleshoot problems related to IT issues, answer phone calls from clients, and fulfill requests from Radiologist. This is a very autonomous position and is an ideal fit for energetic, solution driven people who enjoy learning and partnering with others. The individuals we are looking for should be self-starters, tenacious, and comfortable speaking up when they have questions or ideas.

POSITION DUTIES AND RESPONSIBILITIES

- Independently monitor worklists and applications to ensure systems are operating as expected
- Escalate issues as expected per documented procedures
- Contact referring and or Hospital Physicians for Radiologists
- Make sure all exams are correct before Radiologists reads
- Run and work designated reports as required
- Handle incoming support calls from Radiologists and clients
- Make external phone calls (not cold calling) to Radiologists and clients
- Data entry may be required at times
- Maintain open lines of communication with Radiologists and Teammates

KNOWLEDGE, SKILLS, AND ABILITIES

- Experience in Service Desk, Help Desk, Tech Support, Call Center or Customer Service environment
- Excellent customer service communication skills – verbal, written and presentation
- Creative problem solving skills
- Demonstrated ability to succeed in a fast paced autonomous environment
- Microsoft Office Suite including Excel, Word, PowerPoint and Outlook
- Ability to create and follow documented procedures
- Ability to excel in an environment focused on continuous improvement

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Medical Terminology knowledge
- PACS system knowledge or experience
- EHR/EMR system knowledge or experience
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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