



POSITION OVERVIEW

Job Title: Workforce Scheduler

Business Title: *Workforce Scheduler*

Job Code: WKFSCHED

FLSA Status: Non-Exempt

Department: Pre-Imaging Services

Reports to:

Location: OIC

Draft Date:

Revision Date:

Approved By:

Role: Individual Contributor

POSITION SUMMARY

Responsible for creating and distributing the physician and staff schedules, including vacation time, and coordinating coverage for scheduled as well as unscheduled absences.

POSITION DUTIES AND RESPONSIBILITIES

- Develops and maintains Radiologist and Staff schedules to ensure coverage for all sites, departments, reading rooms, and necessary exams and/or special procedures.
- Monitors and maintains vacation calendar, schedule changes, and other scheduling requests.
- Communicates schedules including any changes such as, shift-swaps, vacation/time-off requests, trainings/meetings, and court/depositions to all necessary parties including physicians, staff, hospitals, on call services, and websites in a timely manner.
- Responsible for all program changes such as, creating user accounts, activity profiles, service plans, personal patterns, shift patterns and rules, contracts, and reassigning assignments.
- Develops professional and positive working relationships with all physicians and staff.
- Confirms adherence of policies and procedures for scheduling of all staff, including radiologist, to ensure consistency and fairness when handling various scheduling situations. Creates an "on call" schedule on a semiannual basis and tracks trades made between the radiologists, and updates lifetime counts.
- Develops and maintains all scheduling templates for Radiologists and Staff.
- Real-time monitoring of key performance indicators for all contact centers.
- Engages with supervisors and managers to advise of potential challenges to maintaining desired service levels.
- Prepares intraday reports on staff attendance.
- Performs other related duties incidental to the work described herein.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work effectively and efficiently with the radiologists, ARA employees, and hospital staff in a professional and courteous manner
- Ability to cooperate and work positively with many personalities types
- Maintains a professional demeanor at all times and gains the respect of others
- Ability to handle high stress situations in a continually changing environment while staying calm and rational



- Highly motivated with great organizational skills
- Demonstrates the appropriate customer service attitude in a variety of work settings
- Proficient in word processing, spreadsheets, internet, and presentation software
- Demonstrates a results orientation for delivering appropriate products and services in an accurate, complete, and timely fashion
- Must be skilled in written and verbal communications, requiring the ability to read and write effectively and efficiently

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Healthcare Administration or equivalent combination of education and experience.

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Three to Five years in healthcare related field.

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