

**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