

# Oregon Advanced Imaging

## Job Description

**Job Title: Operations Manager**

**Reports to: Executive Director**

**Supervises: Business Office, Medical Records, and Front Office Staff**

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### **Position Summary:**

The Operations Manager is responsible for direction, planning, and coordinating the day to day operations of front desk, medical records and business office staff, ensuring high quality customer service, accurate and timely billing, and efficient utilization of resources. The Operations Manager will have oversight of human resources functions, to include recruitment, employee orientation and training, performance management, policy development, employee relations, and compensation and benefit administration.

### **Accountabilities:**

1. Assists Executive Director in developing strategic long-range plans and organizational performance goals policies and procedures.
2. Provides assistance to Executive Director and Board on developing and implementing specific programs, products, and services.
3. Coordinates with and serves as liaison with PMMC department heads to ensure organizational problems are resolved.
4. Oversees such functions as claims, member services, and billing functions to ensure a high quality of care. Collects data, prepares reports, answers correspondence.
5. Administers all human resource functions for OAI, including recruitment, staffing, employment processing, compensation, has oversight and administers health and volunteer benefit programs, training and development, safety and health, succession planning, employee relations and retention.
6. Provides daily direct supervision, including scheduling, hiring, performance evaluations, organizational development and disciplinary action.

7. Assists in the preparing of OAI capital and operation budgets. Provides monthly and annual data and interpretation.
8. Maintains appropriate personnel record and is EEO compliant. Prepares and maintains job documentation, job evaluations and company salary structure and job classification.
9. Analyzes and recommends changes in organizational systems, policies and procedures and ensures their application and implementation. Includes Safety, Infection Control, Disaster Preparedness, etc.
10. Consults with insurance brokers to survey and obtain coverage trends, and costs; responds to insurance proposals from brokers and consultants and makes recommendations for coverage and provider changes. Explains and communicates employee benefit programs and services to employees and physicians. Makes recommendations on changes to pension and insurance plans to ensure cost containment and employee satisfaction.
11. Participates in professional development activities to keep current with trends and practices in health care.
12. Takes all responsible steps to maintain confidentiality of all information related to patients, medical staff, employees, and as appropriate, other information, ensuring compliance with HIPAA mandates.
13. Oversees staff training on HIPAA, ensures that procedures and policies are developed and in place to comply with HIPAA.
14. Develops and maintains effective communication with OAI staff, referring offices, physicians, and hospitals.

**Performance Requirements:**

Knowledge of organization policies, procedures, systems, and objectives. Knowledge of fiscal management and human resource management techniques. Knowledge of health care administration systems. Knowledge of governmental regulations and compliance requirements. Knowledge of computer systems and applications. Skill in planning, organizing, and supervising. Skill in exercising initiative, judgment, problem-solving,

decision-making. Skill in developing and maintaining effective relationships with medical and administrative staff, patients, and the public. Skill in developing comprehensive reports. Ability to analyze and interpret complex data. Ability to research and prepare comprehensive reports. Ability to communicate effectively in writing and verbally. Ability to communicate clearly.

**Qualifications/Education/Abilities:**

1. B.S. Degree in Health, Business Administration, or related area or equivalent experience.
2. Two to five years of Medical Management experience and three to five years Human Resource Management and/or equivalent related experience. Radiology experience preferred.
3. Excellent written and oral communication and customer service skills required.
4. Experience with RIS systems or other practice management software required.
5. Strong computer skills including word processing and spreadsheets required.
6. Skill in planning, organizing, delegating, and supervising staff.
7. Able to meet the mental and physical demands of this position (see ADA Form).