



Job Code: 0919

Grade: 13

HCWR: N

Job Title

Business Office Supervisor

Department

Radiology

Job Summary

Under the supervision of the Manager of Imaging Services, provides supervision to clerical staff in the Mammography Department. Ensures that policies and procedures are followed. Coordinate clinic activities between clerks and technologists.

Typical Duties

- Supervises Scheduling and Registration of Mammography patients - Oversees and directs the work that needs to be done by responsible staff.
- Prepares clerical staff schedules and daily assignments.
- Ensures that patient appointments are given within the requested time based upon Category.
- Ensures that patient letters are received within time frame as outlined per State Regulations.
- Oversees Mammography file room operations.
- Provides weekly scheduling reports as requested by Assistant Technical Manager.
- Maintains and orders supplies for the Mammography Department, including preparation of purchase requisitions.
- Assists with Budget as related to the Mammography Department.
- Acts as Time Keeper for the Mammography Department.
- Participates in staff meetings and in leadership roles as needed.
- Works in collaboration with staff to prepare and verify quality assurance and tracking according to the American College of Radiology (ACR)
- In emergency situations, assists in scheduling and registering patients.
- Performs evaluations on clerical staff
- Performs other related duties as assigned

Minimum Qualifications

- High School diploma or GED equivalent
- Two (2) years of previous experience in either direct public contact or clerical functions
- One (1) year of prior supervisory experience
- One (1) year of financial screening and registration experience
- Prior experience in office management
- Demonstrate proficiency using Microsoft Office (Excel, Microsoft, and PowerPoint)
- Demonstrate proficiency using Cerner applications including Scheduling, FirstNet, and Registration

Preferred Qualifications

- Some Course work in secretarial studies or office management
- Two (2) years of supervisory experience



Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups.
- Strong interpersonal skills.
- Demonstrate knowledge of Hospital Purchasing process.
- Demonstrate analytical and organizational, problem-solving, critical thinking, time management and conflict resolution skills.
- Demonstrate attention to detail, accuracy and precision.
- Ability to perform general office administration activities.
- Ability to adhere to department policies and standards utilizing best practices.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.