

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 2050
Grade: 17

Standard Job Description

Job Title
Radiology Scheduler Supervisor

Department
Radiology Administration

Job Summary

Provides supervision to clerical and scheduling staff in the department. Ensures Cook County Health & Hospitals System (CCHHS) policies and procedures are followed. Coordinates clinical activities between clerks and technologists for the department of radiology.

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meeting

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCHHS management policies practices
- Access and proficiently navigate CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contribute to the management of CCHHS staff and CCHHS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Supervises scheduling and registration of Radiology patients
- Oversees and directs staff work assignments
- Prepares clerical and schedulers monthly schedules and daily assignments
- Approves time off requests
- Ensures that patient appointments are given in a timely manner within time requested
- Ensures all areas within Radiology are adequately staffed with clerks and schedulers
- Provides monthly scheduling updates to the Technical Manager III
- Maintains and orders supplies for the clerical/scheduling areas
- Maintains accurate timekeeping books for clerical and scheduling staff
- Participates in staff meetings
- Maintains radiology upgrades to the Radiology Information System (RIS) system
- Assists with scheduling and registering patients in emergency situations in coordination with the Statistician
- Performs evaluations on clerical and scheduling staff
- Trains new clerical and scheduling staff
- Gathers facts and responds to patient complaints
- Performs other duties as assigned

Reporting Relationships

Reports to the Assistant Manager of Diagnostic Radiology

Minimum Qualifications

- Associate's degree from an accredited college or university
- Two (2) years of supervisory experience
- Experience working with Radiology Information Systems (RIS) or similar scheduling software

Preferred Qualifications

- Experience working with Radiology Information Systems (RIS) or similar scheduling software such as Cerner
- Prior experience in a union environment

Knowledge, Skills, Abilities and Other Characteristics

- Strong office management skills
- Great interpersonal skills and willingness to work as a team
- Demonstrates analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Ability to prioritize, plan, organize activities and plan work efficiently
- Ability to maintain accuracy and attention to detail when completing multiple tasks
- Ability to meet deadlines in a fast paced and stressful environment
- Ability to work and make sound judgments in a stressful and fast paced environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to meet appropriate confidentiality standards for Protected Health Information (PHI)

