



Job Code: 2050

Grade: 17

HCWR: N

Job Title

Radiology Scheduler Supervisor

Department

Radiology Administration

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

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.

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 meetings

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 CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

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

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- 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

Minimum Qualifications

- Associate 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)



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.