



## Position Description

**Position Title:** Operations Coordinator  
**Department:** Operations  
**Reports To:** COO  
**Status:** Non-Exempt

### Summary

The Operations Coordinator will work with to collaborate with all staff to coordinate daily operations, including but not limited to managing patient scheduling, fielding patient concerns and routing to the appropriate staff for follow up, improving understanding of (and adherence to) clinic policies and procedures, ensuring efficient workflows, contributing to process improvement initiatives and implementing special projects as assigned by their supervisor.

### Duties & Responsibilities

- Ensures a high level of quality service provided to patients.
- Assist Chief Operations Officer with coordination of departments and functions to assure appropriate information flow and understanding of overall process improvement direction.
- Monitor and analyze key performance indicators to increase efficiency and effectiveness, such as patient satisfaction, scheduling accuracy, wait times, no-shows and cancellation rates and revenue cycle metrics. The ability to work with data – that is, to see patterns and trends and to draw meaningful conclusions from them.
- Collaborate with Clinical Director, operations staff, and providers to optimize patient care and outcomes.
- Implement access management strategies to maximize efficiency and resource allocation.
- Ensure activities adhere to organizational requirements for quality management, health and safety, legal stipulations, and general duty of care.
- Maintain accurate medical records and documentation.
- Address patient complaints or concerns in a professional manner.
- Coordinate with external vendors for equipment maintenance and supplies as needed
- Work with IT team to implement and configure online scheduling, electronic health record transitions, and other IT implementations
- Advance and implement projects, processes, and initiatives.
- Assists with department referral process and tracking.
- Complete special projects as requested.
- Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.
- Promote the mission, vision, and values of the organization in all interactions.
- Report to work as scheduled.
- Other duties as assigned.

## **Qualifications**

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and public. The individual must also possess excellent understanding of prevailing standards of medical practice, and the ability to constructively participate in clinical quality improvement. The Operations Coordinator must possess excellent organizational and communication skills. The position includes having to meet deadlines, deal effectively with time pressures and stress and write reports and correspondence. Intermediate math skills and legible handwriting is a must. Quality, accuracy, thoroughness, timeliness and reliability of work performed are essential. The individual must have a valid drivers license, be insurable and provide own transportation.

## **Education and/or Experience**

High School diploma (or GED) and a minimum of seven years' experience with progressively increasing responsibility required. Associate Degree in Business Administration, Health Care Management, Project Management, or related field preferred. Previous experience in Health Care highly desired. Strong oral and written communication skills to work with patients, providers, and department staff, are required. Commitment to formalized orientation and training of staff on an on-going basis is required. Experience and ability with data analysis is considered a plus.

## **Communication Skills**

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 50 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Specific vision abilities required by this job include close vision, color vision and ability to adjust to focus

## **Work Environment**

The work is generally done in a clinic setting. Travel is required. Occasional unscheduled overtime may be required. Community involvement is encouraged.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**Acknowledgement**

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

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Employee Signature

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Date