



Western Washington
Medical Group

Imaging Center Manager – Full Time

About Us:

Join our top-performing team at Western Washington Medical Group! After three decades of serving the North Puget Sound region, Western Washington Medical Group proudly remains provider-owned and run. Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration.

We're interested in learning more about you and appreciate your taking the time to apply online. We are committed to employing a diverse workforce. *We welcome job applications from qualified individuals without regard to race, color, creed, religion, ancestry, national origin, age, sex, pregnancy, marital status, physical or mental disability, or any other protected characteristic. Minorities, women, disabled persons, and veterans are encouraged to apply*

Job Summary:

Our current opportunity is to manage a high-volume (M-F) Imaging Center with MRI, CT, Ultrasound, and X-Ray, based in Downtown Everett. We are looking for ambitious leader and experienced manager. The primary responsibilities will be direct management of staff and technologists and the accountability of the care center operations, financials and imaging quality.

WWMG is looking for an Imaging Center Manager who will be responsible for:

Leadership, Management and Project Management:

- Provide leadership and oversight to the technologists and staff.
- Provide management of Imaging Center personnel by recruiting and retaining staff, including training, coaching, expectation setting, performance appraisals and correction plans (PIPs).
- Responsible for establishing and maintaining good communication with Radiologists, WWMG Providers and throughout the Imaging Center by participating in and leading Team meetings. Also expected to participate in organizational meetings and committees such as Managers Meeting, Imaging Center Committee, and other meetings and committees as applicable.
- Ordering and delivery of supplies and services, stocking supplies and maintaining adequate supply inventory levels.
- Responsible for the smooth delivery of services in the day-to-day operations and activities of the Imaging Center with a focus on the patient experience, and for appropriate staffing levels and proper training to conduct all daily business needs, participating directly when needed.
- Responsible for monitoring financials. Incorporate sound fiscal decision making while coordinating effective operations of the day-to-day practice. Purchasing decisions should involve cost and quality conscience.
- Responsible for making decisions, setting goals, and assuring the following performance expectations are met: **quality care, service excellence, financial performance, access, resource utilization, schedule utilization, and quality program adherence**. Also responsible for reporting & communication to keep the WWMG Administrative Team updated on the above.
- Work with outside vendors effectively including but not limited to: leasing office and purchasing.
- Establish and maintain Imaging Center policies and procedures.
- Oversee Imaging Center productivity, ongoing operations and options for increased business, while keeping WWMG Director of Operations apprised of progress.

- Demonstrate visibility and build trust among admin, managers, providers, and staff.
- Stay current on changes to federal and state regulations with respect to primary care operations
- Ensure the proper credentials of clinical staff are maintained.

Operational Objectives:

- Demonstrate leadership by maintaining consistent hours, being available to staff, and communicating clearly when you are not available and what alternative resources staff have available to them. Be present at key times with heavy patient or activity volumes. Model a professional and calm demeanor to staff.
- Prioritize the patient experience, quality of care, and the delivery of care is of the utmost importance. Communicate with the providers on their schedules and prioritize as they indicate.
- Enroll and renew Imaging Center certifications (such as ACR accreditation) for all modalities.
- Become fluent in the activities being performed by staff so that you can actively manage and assist with challenges in these areas.
- Clearly communicate with Payroll to ensure all employees are paid correctly, and that accruals, LOAs, FMLA and FMLI leave is administered accurately.
- Promote clear communication of emerging issues, processes, etc. via electronic email communications and other methodologies. Engage in active listening, be responsive to communication and demonstrate follow through with staff and Providers.
- Ensure action plans are developed to drive change when appropriate, ensure key participants understand their roles and responsibilities, and follow through to measure progress and achieve completion.
- Actively work with staff to ensure clear communication of responsibilities, particularly when staffing shortages and other unforeseen circumstances occur. Change management is essential and the patient experience should not be impacted by staffing issues. Includes but not limited to Pre-authorizations and handling of drug deliveries.

Qualifications:

Education Background

- Bachelor degree in related field (health care administration, business, etc.) preferred.
- OR the equivalent combination of college courses or extensive relevant experience which, in the organization's opinion, is the equivalent of a bachelor degree.

Work Experience

- Requires at least 3 years of experience in an Imaging Center environment, in a management, team lead or supervisory capacity; 5 years is preferred.
- HR experience recruiting, retaining, managing, and developing is preferred.

Special Training/ Skills

- Must have working knowledge of Microsoft Word & Excel.
- Financial skills of budgeting and modeling are strongly preferred.
- Working knowledge of third-party reimbursement systems and Revenue Cycle Management.
- Ability to communicate effectively in written and spoken English.
- Understanding of Washington State regulations, licensure, and certifications laws for back office clinical positions which includes X-R-Ray, CT, Ultrasound, and MRI Technicians.

Salary range: \$60-75K, DOE

To apply: Please send cover letter and resume to: jsmecker@wwmedgroup.com