



Vulcan Imaging Associates

**Job Title:** Senior Director of Operations

**Classification:** Exempt

**Reports to:** Chief Executive Officer

**Job Summary:**

Under the direction of the Chief Executive Officer, the Senior Director of Operations is responsible for managing and optimizing the daily operational performance of Vulcan Imaging. This pivotal leadership role oversees radiologist workflow, ensures exceptional client satisfaction, and drives efficiency across the organization's clinical operations. The Senior Director will serve as the primary escalation point for operational concerns, partner across departments to align systems and processes, and lead key strategic initiatives to advance quality, standardization, and growth.

**Essential Functions:**

1. Manage and optimize daily radiologist workflow, coverage, and service delivery across all contracts.
2. Serve as the primary escalation point for operational concerns, hospital expectations, and client onboarding initiatives.
3. Lead radiologist scheduling processes and collaborate with support staff to ensure equitable coverage and optimal productivity.
4. Oversee operational support personnel, including site specialists, project coordinators, and physician extenders.
5. Partner with finance, credentialing, IT, and HR teams for seamless integration of staff, systems, and processes.
6. Drive the implementation of protocols, technology upgrades, operational rollouts, and standardization efforts.
7. Establish operational KPIs and dashboards to track client satisfaction, coverage reliability, and workflow efficiency.
8. Maintains compliance with governmental regulations and industry requirements.
9. Performs other duties as assigned.
10. Participates in professional development activities to keep current with trends and practices in healthcare administration.

**Education:** Business Administration, Healthcare Administration, or related discipline required. Master's degree is preferred.

**Experience:** Minimum five years of health care management experience at the senior-management level. Radiology experience preferred.

**Other Requirements:** Licensure or ability to obtain licensure when background credentials warrant that such is required.

**Performance Requirements:**

Knowledge:

1. Knowledge of organizational policies and procedures to manage operations and ensure effective patient care.
2. Knowledge of the principles and practices of health care administration, fiscal management, human resource management, government regulations, compliance requirements and reimbursements.
3. Knowledge of computer systems and applications.

Skills:

1. Skill in exercising a high degree of initiative, judgment, and discretion.
2. Skill in analyzing situations accurately and taking effective action.
3. Skill in establishing and maintaining effective working relationships with the medical and administrative staff, patients and the public.
4. Skill in planning, organizing, and prioritizing work; delegating and achieving goals and objectives.
5. Skill in exercising judgment and discretion in developing, interpreting, and implementing departmental policies and procedures.
6. Skill in identifying and resolving problems.
7. Skill in developing comprehensive reports.

Abilities:

1. Ability to effectively lead in a changing environment.
2. Ability to plan, organize, and integrate priorities and deadlines.
3. Ability to create an atmosphere that encourages motivation, innovation, and high performance.
4. Ability to identify, analyze, and interpret complex data and resolve operational problems.
5. Ability to evaluate and make recommendations for continuous quality improvement.
6. Ability to react calmly in emergency situations.
7. Ability to communicate clearly and effectively orally and in writing.
8. Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software.

**Equipment Operated:** Standard office equipment including computers, fax machines, copiers, printers, telephones and calculator.

**Work Environment:** Position is in a well-lighted office environment. May be exposed to contagious diseases and other patient-related conditions. Occasional evening and weekend work and some travel.

**Physical Requirements:** Must possess the physical and mental abilities to perform the tasks normally associated with a Senior Director of Operations, which involves 90 percent sitting and 10 percent walking, standing, lifting, and stooping. Works under stress.