

UW HEALTH JOB DESCRIPTION

Ambulatory Access Support Analyst

Job Code: 440028	FLSA Status: Exempt	Mgt. Approval: R. DenHerder	Date: December 2022
Department: Clinics – Ambulatory Access		HR Approval: B. Haak	Date: December 2022

JOB SUMMARY

The Ambulatory Access Support Analyst is responsible for creating and optimizing staff schedules to ensure operational efficiency. This includes tracking, analyzing, and utilizing data obtained from the workforce management and ACD systems to apply the correct staffing and forecasting models that are essential in maintaining operational standards.

In addition, the Ambulatory Access Support Analyst is responsible for the real-time (intra-day) performance management of staff. The ability to identify service gaps and adjust organizational resources as needed in a real-time environment is crucial to the success of this role.

This position may occasionally require some evening and weekend availability as business needs arise to help make schedule, system, and service changes to minimize patient and employee impact.

MAJOR RESPONSIBILITIES

- Use workforce management software to determine proper coverage, and shifting of organizational resources to meet operational needs of multiple service groups
- Monitor real-time adherence and call statistics, then communicate with managers/supervisors to ensure on-phone and off-phone activities are managed efficiently throughout the day
- Monitor and track sick calls, tardiness, etc., entering real-time exceptions into Workforce Management System (absence, tardiness, meetings, overtime, etc.)
- Manage benefit time accrual accounts in the Workforce Management software, establish thresholds and plan for both scheduled and unscheduled absences
- Monitor and report on center Key Performance Indicators (KPI's) to operational leaders
- Provide analytical support for special projects
- Communicate with management and operations team to ensure compliance with company standards
- May be responsible for mentoring and training additional staff as needed
- Performs any other related duties as required or assigned

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Engineering, Information Systems, Systems Analysis, or Business Administration. Four (4) years of relevant work experience may be considered in lieu of a degree, in addition to the required experience below.
	Preferred	
Work Experience	Minimum	Three (3) years of relevant work experience working in a medical clinic, professional office environment, call center, and/or related experience or environment.
	Preferred	Five (5) years of relevant work experience working in a medical clinic, professional office environment, call center, and/or related experience or environment.
Licenses & Certifications	Minimum	None
	Preferred	Lean Six Sigma Green Belt
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Experience with Workforce Management software (scheduling, performance tracking, reporting) • Demonstrated analytical skills, with emphasis on staffing forecasting. • Ability and willingness to learn new software applications. • Skills in complex problem solving, judgment, critical thinking and decision making. • Excellent organizational skills with an emphasis on accuracy and timeliness. • Ability to organize information with attention to detail and adherence to procedures. • Ability to work independently with minimum supervision, and also with others in a team environment, occasionally under time pressure and on several tasks at the same time. • Ability to effectively communicate orally and in writing with co-workers, management team, other departments, vendors, and outside agencies, including being sensitive to professional ethics. • Ability to work full days using a computer monitor.

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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input checked="" type="checkbox"/>	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Commented [WC1]: Confirm?

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.