

UW HEALTH JOB DESCRIPTION

SCHEDULING OPERATIONS SPECIALIST

Job Code: 300079	FLSA Status: Non-Exempt	Mgt. Approval: R. DenHerder	Date: November 2022
Department: Ambulatory Access		HR Approval: B. Haak	Date: November 2022

JOB SUMMARY

The Scheduling Operations Specialist is responsible for maintaining provider scheduling templates in HealthLink (Epic) for multiple specialty groups following best practices, standard design guidelines, and UW Health's service standards. This position works closely with clinic and scheduling leadership, as well as the Ambulatory Access scheduling operations analysts.

The Scheduling Operations Specialist will be responsible for various template requests with varying levels of complexity. Each request will require a strong understanding of policies to ensure these changes maximize template efficiency and clinic utilization while matching patient demand and provider and clinic needs.

MAJOR RESPONSIBILITIES

- Build and maintain clinic and provider templates in Epic.
- Complete requests for assignments such as: Single/multiple day vacations, structural changes to provider(s) day (Master Changes), multiple month assignments for all providers within the department (published schedule process).
- Ensure work aligns with strategic goals, guiding principles, and service standards.
- Communicate and collaborate with Scheduling Operations Analysts, clinical and non-clinical leaders to support access.
- Ensure integrity of clinic and provider templates through regular system audits.
- Participate in the development of documentation, guidelines, and/or policies and procedures that relate to clinic and provider templates.
- Serve as a content expert for template build through project team participation and access meetings as requested.
- Disseminate information regarding reschedules to ensure patients are moved appropriately.
- Demonstrate accountability by understanding clinic flow and provide expertise and training for new staff members working in the clinic.
- Maintain provider template workbooks to ensure accuracy and timeliness.
- Analyze new workflows when technology is implemented and act as a subject matter expert for current workflows.
- Identify areas of improvement and optimization and collaborate with Scheduling Operations Analysts to initiate change.

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

JOB REQUIREMENTS

Education	Minimum	High school diploma or equivalent.
	Preferred	Associate or Bachelor's degree in Business Administration or other business-related field.
Work Experience	Minimum	One (1) year of experience in an ambulatory clinic and/or building templates in Epic.
	Preferred	Two (2) years working in an ambulatory clinic and/or building templates in Epic. Experience using Epic Cadence and Prelude software.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Attention to detail; thoroughness and follow-up required. • Excellent organizational skills. • Excellent knowledge and demonstrated proficiency of Microsoft Suite applications, including Word, Excel and PowerPoint required. Use of Visio or expertise in flow diagramming preferred. • Excellent oral and written communication skills. • Knowledge of Medical Terminology • Ability to demonstrate flexibility and adaptability with changing priorities. • Self-motivated. Ability to work proactively and independently and prioritize workload to complete tasks and operations related projects with minimal direction. • Ability to address needs, make improvements, and work proactively. • Professional demeanor and work habits required.

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	<ul style="list-style-type: none"> Role model for Behavior Standards and responsive to all who interact with Ambulatory Access. 			
PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	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
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.