



Mountain Valley Orthopedics

Job Opening: Operations Coordinator – Healthcare Operations

Position Type: Full-Time

Pay: Salary

Department: Operations / Imaging/Clinical/ Administration

Reports To: Practice Administrator and Physician Liaison

Primary Location: East Stroudsburg with travel to satellite locations, as needed

Pre-employment drug and alcohol screening and background check required.

Job Summary

Mountain Valley Orthopedics (MVO) is seeking an experienced, highly organized, and detail-oriented Operations Coordinator to oversee and coordinate daily business operations, imaging and clinical department functions, information technology, facility maintenance, vendor relationships, and regulatory compliance across multiple locations.

The ideal candidate will be a proactive leader with strong problem-solving skills, excellent organizational abilities, and the capacity to manage multiple responsibilities independently. This hands-on position works closely with Physicians, Practice Administrator, management, imaging and clinical staff, Human Resources, IT providers, and external vendors to ensure efficient operations, high-quality patient care, regulatory compliance, and a safe, productive work environment.

Essential Duties and Responsibilities

- Coordinate daily operations, staffing, schedules, timecards, and attendance across multiple locations.
- Manage daily X-ray and MRI department operations, including staffing, scheduling, equipment maintenance, quality assurance, and precertification workflows.
- Monitor imaging authorizations, work queues, and staff productivity reports.

- Ensure imaging operations meet applicable state and federal regulations and accreditation requirements.
- Maintain imaging policies, procedures, and compliance documentation.
- Monitor staff productivity, workflow, and operational efficiency across clinical and imaging departments.
- Coordinate student shadowing, internships, and imaging staff training.
- Conduct departmental meetings, document action items, and implement process improvements.

Clinical Department Oversight

- Assist management and Human Resources with employee relations matters, workplace concerns, conflict resolution, and other personnel issues.
- Assist with interviewing, onboarding, and training new employees.
- Coordinate with the Clinical Quality Control Liaison to support clinical quality assurance initiatives, maintain compliance with established standards, address identified concerns, and implement process improvements.
- Conduct departmental meetings, document action items, and support continuous improvement initiatives.

Information Technology and Systems

- Maintain and support systems including Athena, PACS, Microsoft Office, Google Workspace, and other clinical and administrative applications.
- Work with external IT provider, Wide Area Communication, to maintain system reliability, cybersecurity, software updates, equipment upgrades, and system integrations, technology installations, repairs, and upgrades across all MVO locations.
- Coordinate IT support to troubleshoot computer hardware, software, network connectivity, user accounts, telephone systems, dictation platforms, and office equipment.

Facilities, Maintenance, and Security

- Oversee the maintenance, safety, cleanliness, and security of four MVO buildings.
- Coordinate building repairs, preventative maintenance, cleaning services, landscaping, snow removal, pest control, and outside contractors.
- Respond to urgent facility, equipment, internet, phone, and system outages.

- Maintain required safety logs and inspections for AEDs, oxygen tanks, and other designated equipment.
- Coordinate security systems, alarm responses, and facility improvement projects.
- Support compliance with HIPAA, OSHA, applicable state and federal regulations, and MVO policies.
- Coordinate annual security risk assessments, compliance training, Business Associate Agreements, and required documentation, etc

Required Qualifications

- Minimum of three (3) years of management experience in healthcare operations or medical office administration.
- Strong knowledge of medical terminology and healthcare office operations.
- Proficiency in Microsoft Word, Excel, and general computer systems.
- Strong organizational, leadership, communication, and problem-solving skills.
- Ability to manage multiple priorities independently with minimal supervision.
- Demonstrated integrity, sound judgment, professionalism, and strong attention to detail.
- Ability to travel between office locations and respond to operational needs as required.

Preferred Qualifications

- Experience managing medical imaging operations, including X-ray and MRI.
- Familiarity with Athena, Exa, PACS, healthcare authorization workflows, and imaging compliance.
- Experience with IT coordination, facility management, vendor contracts, and employee supervision.

Key Competencies

The successful candidate will demonstrate leadership, adaptability, accuracy, initiative, critical thinking, conflict resolution, effective communication, organization, emotional intelligence, confidentiality, accountability, and strong follow-through.

Work Environment and Expectations

This is a hands-on, multi-location position requiring the ability to manage competing priorities, troubleshoot operational issues, and coordinate with staff and external service providers. Occasional physical tasks and after-hours or weekend work may be required based on operational needs, subject to applicable safety procedures and reasonable accommodation.

Mountain Valley Orthopedics is committed to maintaining a professional, respectful, safe, and efficient environment for our patients and employees.