



Applied Medical, Inc  
Corporate HQ  
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JOB DESCRIPTION:      Industrial Medicine Operations Supervisor (IMOS)

REPORTS TO: AMI chief Operations Officer

HOME BASE: Dickinson or Bismarck

RENUMERATION: Bi weekly equivalent of \$40,000 to \$60,000/Year

EMPLOYMENT STATUS: Salaried, Exempt

### SCOPE

Applied Medical, Inc (AMI) is a ND for profit “C” corporation. AMI provides a variety of therapy services to a variety of customers. These customers are, but are not limited to, outpatient (Clinics, Hospitals), School Districts, Longterm Care Facilities, and Industrial Medicine (IMED) customers. AMI manages some of its own facilities but works primarily out of the facilities operated by its customers. Customers have contracted through AMI's contracts administration department a working business relationship that allows AMI's therapist(s) to treat the clients of the customers and bill various payer sources for services rendered. Payer sources may be the customer, private pay, insurance companies, Medicare, Medicaid or other.

AMI subscribes to a management style known as “Dual Management.” Dual Management divides the duties of the company between “Administrative” and “Operations”. The IMOS is primarily responsible for managing the business activities of the Industrial Medicine Division. AMI Operations Managers (OM's) are assigned lines of business such as “School Districts” or “Long Term Care Facilities”. The OM's job is to best manage the resources of AMI to fulfill its contractual requirements. Operations Managers may require therapist(s) or other professional talent to perform their duties. The IMOS will work with the IMED technical supervisor to fulfill the contractual requirements of the IMED line of business. The IMOS will assist each member of his/her staff to maintain an electronic, AMI provided calendar. The IMOS will continuously forecast the HR and equipment needs of the IMED department. The IMED division of AMI is composed of two distinct but associated types of business, they are the Drug and Alcohol Testing division and the Ergonomic and Pre-Work screening division. While the required skills to work in either division are very different, the end customer is usually the same and the work requirements are very different than traditional therapeutic treatment of patients.

### PURPOSE

The IMED Staff that service AMI's customers and clients are highly skilled and educated. The professional staff are exposed to unique and varied types of circumstances that may require the mentor-ship of a more experienced or knowledgeable employee. It is the **primary technical responsibility** of the IMED Technical Supervisor to provide constructive and technically accurate instruction(s) to members of IMED Therapy Staff. AMI may also be called upon to provide supervisory or other technical assistance to staff outside the employ of AMI and maintain all standards of ethics and technical expertise that apply to members of AMI's staff.

It is the **primary business responsibility** of the IMOS to manage the business affairs of the IMED division to the best interest of AMI and its clients. The management of schedules, time tables, information flow, training, marketing, advertising, forecasting and maintaining business projections are of primary importance.

## JOB QUALIFICATIONS

### EDUCATION and EXPERIENCE

BS, BA, MS, MA, AA, or AS in Business Management, Accounting, Information Technologies, Computer Science, Engineering, Teaching, or Communications

and/or

A minimum of 3 years of active business experience.

2 years Management of Staff

## JOB REQUIREMENTS

### PHYSICAL REQUIREMENTS

Must be able to and without assistance: Walk forward, backward and side to side, crawl, jump, sit, kneel, climb and descend stairs and ladders, open and close doors, operate motor vehicles, pass random drug and alcohol test, have full motor skills in both arms, hands and all fingers and thumbs, must be capable of passing a DOT drivers physical and pre-employment screening. Must have good memory cognitive capabilities. Must be able to understand, speak, read, and write the American English Language at proficient levels. Must not knowingly be infected with any contagious disease(s) or have any condition that could endanger patients. Must meet AMI FJD requirements for position.

### CHARACTER REQUIREMENTS

Must be of good character. Must not have detrimental reports of unstable, illegal or peculiar behavior. Must be tolerant of racial and personal diversity. Must have leadership qualities. Must have team building skills and be a team leader. Must be of good nature. Must be an active participant in community and business activities. Must not pass negative information, rumors to anyone other than supervisor(s) or above. Must maintain cordial relationships with all AMI departments, managers, employees and customers. Must be of servant/teacher nature. Must be of positive attitude and can-do spirit. Must be willing to put forth the extra effort to succeed. Although of perfectionist nature, must be able to tolerate less than perfection when circumstances dictate. Must enjoy being a mentor.

### JOB SKILLS

Must have excellent writing and composition skills. Must be able to explain complex ideas in simplified terms. Must have WEB Browser, Search Engine, E-mail, Chat, Calendaring, Electronic Word Processing, Flow Charting, Presentation, CRM and other computer skills as deemed necessary in the function of duties. Must have exceptional skills in creating and maintaining spreadsheets or data base programs. Must be accomplished in using the American English Language in verbal, written and logical circumstances. Should have above average math skills. Must be proficient in the use of Cell phones, Texting, Faxes, and Office Phone technologies. Must be able to type at an error free rate of at least 35 words/minute. Must be mentally able to coordinate large sets of data. Must be able to make order of chaos. Must be able to recognize problems and find satisfactory solutions. Must hold a current valid drivers license in the State assigned as Home Base.

### JOB DUTIES

- 1) To create and maintain process and quality controls for the provision of all IMED services
  - a. Must be able to flow chart processes
  - b. Must understand and implement project management skills
  - c. Must understand the business processes involved in billing, procurement, collections, etc.
- 2) To respond to staff or client questions with accurate information
- 3) To maintain a schedule for assigned staff that meets the strategic requirements of AMI
- 4) To design career paths for staff members
- 5) To recommend continuing education classes that meet the strategic goals of AMI
- 6) To review and evaluate the performance of staff
- 7) To request additional staff when projected and in advance of immediate need
- 8) To maintain the schedules and calendars of all staff to maximize efficiency

JOB DUTIES-Continued

- 9) To train and educate members of staff
- 10) To delegate as needed to fulfill duties.
- 11) To work with all AMI administrative departments to effectively manage the business
- 12) To recommend hiring and firing of personnel
- 13) To assist Human Resources (HR) in writing job descriptions and establishing rates of pay
- 14) To assist HR in the recruitment and retention of staff
- 15) To assist HR in staff performance appraisals
- 16) To verify the accuracy of staff time reporting
- 17) To project excess/deficit labor and advise marketing/management/HR
- 18) To enforce company policies, reporting mechanism, schedules
- 19) To work with administration to improve processes and personnel
- 20) To continue performing other duties as assigned or accepted
- 21) To perform duties on behalf of absent, ill or otherwise unavailable staff
- 22) To travel as required
- 23) Must actively market the services of the department by making personal phone calls and visits to potential new and existing clients.