



# healthcurrent

## Director, Client Services

**Job Title:** Director, Client Services

**Reports To:** Chief Information Officer

**FLSA Status:** Full-time, Exempt

### Summary

The Director of Client Services is responsible for the overall leadership and oversight of the account management team and client support teams that includes developing and maintaining relationships with Health Current participants. The Director is also responsible for developing and maintaining effective relationships with the Chief Information Officer and Chief Technology Officer to help ensure smooth and seamless implementations and long-term support for all health information exchange (HIE) participants. This position is based in Phoenix, Arizona.

**Duties and Responsibilities** include the following:

- In alignment with and with guidance from the executive team, generates and implements strategies and tactics for account management and client support staff
- Provides daily supervision and management of assigned staff, maintain allocated staffing levels including leading recruitment efforts, training and creating on-boarding plans for new or transferred employees
- Develops a trusted advisor relationship with Health Current participants to include key accounts, customer stakeholders and executive sponsors
- Interacts and coordinates with the Account Management team and Health Current staff in other departments working on the same participant account to ensure continuity
- Works collaboratively with Project Management to support all implementation activities related to the Health Current client support and account management related activities for the HIE and how they interface with more complex connections
- Establishes and maintains timelines agreed upon between Health Current and its Participants
- Communicates clearly to executive and management teams the progress of varying client services initiatives
- Develop and oversee tactics and methodologies as to how account managers liaise between participants and cross-functional internal teams, to ensure the timely and successful delivery of services per customer needs and to improve the entire customer experience
- Maintain expertise with Health Current products and services to provide customer support in troubleshooting functionality and providing support and direction in the effective use of HIE services

- Lead and oversee the development and maintenance of training programs and materials targeted for account management and client support staff for each HIE product and service
- Lead and oversee training in support of maintaining subject matter experts across a broad section of health care initiatives
- Manages account management lead, client support lead and other positions identified as direct reports
- Coordinate with project management lead to identify, manage, communicate and mitigate risks/issues throughout the onboarding process
- Performs other related duties as assigned
- Direct recruitment, development and retention activities of all IT operations staff in accordance with organizational budgetary objectives and personnel policies
- Provide direction to the IT operations staff to ensure delivery of desired operational results
- Performs other related duties as assigned

### **Qualifications**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Skills**

- Prior senior management and senior level leadership experience in a healthcare environment is required
- Working knowledge of clinical practices, business operations and financial processes of various healthcare settings
- Strong analytic and process/workflow design skills
- Strong written and oral communication skills
- Strong analytical and organizational skills
- Strong understanding of the "team dynamic" and the ability to lead groups
- Ability to anticipate problems and take decisive action, giving regard to impact on all stakeholders and team members
- Ability to prioritize and manage multiple tasks and allocate assigned resources to ensure projects are efficiently and effectively completed
- Ability to manage competing priorities in a complex and dynamic environment
- Ability to devise creative clinical, business and operational solutions
- Ability to convey a strong presence and professional image
- Ability to work in a fast-paced and rapidly changing environment and consistently meet strict deadlines

- Ability to work independently as well as ability to effectively work in a team environment and maintain strong working relationships
- General understanding of key health care industry initiatives and drivers (ex: MACRA/MIPS, value-based purchasing, health care reform, etc.)
- Proficiency with the Microsoft Office Suite including Excel, Word, Project, and Visio preferred

### **Education/Experience**

8-10 years of experience in healthcare delivery management and operations, process improvement techniques, workflow development and/or workflow redesign. Strong healthcare and/or information technology experience required; clinical experience preferred; HIE implementation experience and knowledge preferred. Bachelor's Degree in Information Technology, Business Administration, or related field required. Master's degree preferred. Project management certification preferred.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This includes availability to work non-regular hours as necessary, ability to periodically drive to and from clients, conferences and events, and limited travel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. An employee must occasionally lift and/or move up to 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear.