



healthcurrent

Manager, Client Support

Job Title: Manager, Client Support
Reports to: Director, Client Services
FLSA Status: Full-Time, Exempt

Summary

The Manager of Client Support provides management and oversight of the client support services delivered to hospitals, clinics and post-acute care settings centered on the successful operation and use of Health Current's menu of products and services. The position will manage activities related to client support, user account setup and management, support of Health Current services such as Alerts and Notifications, Secure Email and Portal Access. The position provides administrative direction and support for the daily operational activities of the Client Support Department. Additionally, the position will coordinate with the Senior Manager of Account Management to plan, organize and manage account management support activities that may be assigned to this department. This position is based in Phoenix, Arizona.

Duties and Responsibilities include the following:

- Provides temporary leadership for the account management section of Health Current in the absence of the Senior Manager of Account Management
- Provides Tier II, III support in conjunction with assigned integration engineer as needed
- Provides technical support as defined for lower level system monitoring and corrections
- Coordinates with other Health Current department managers to ensure that all Health Current services are delivered on time, error free and that they meet organizational and customer service expectations
- Provides daily supervision and management of assigned staff, maintains allocated staffing levels including leading recruitment efforts and creating on-boarding plans for new or transferred employees
- Provides mentoring, coaching, and educational activities to support employee development that aligns with organizational goals and objectives
- Conducts team meetings to maintain open communication and share information
- Ensures appropriate and effective staff assignments are maintained, up-to-date, and equitable
- Develops and implements policies and procedures which foster and sustain best practices for the department
- Develops and implements standards as they relate to system maintenance, portal, alert, and direct secure e-mail as defined by organizational policies, procedures and standards

- Ensures client support services staff understand and can articulate the major requirements of Arizona's HIO Law and 42 CRF Part 2 as it relates to patient rights, patient consent and access to patient data
- Prioritizes team goals and tactics ensuring that the activities of the department are in line with project commitments and customer expectations
- Assists in the assessment of project execution and service delivery risks and participates in the development and implementation of mitigation plans
- Provides guidance and support to client support services staff related to the best practices for delivery of department services
- Maintains detailed knowledge of Health Current's products and services to provide effective customer support, establish new services and troubleshoot functionality issues
- Developments and maintenances training programs and materials for customers and support staff for each HIE product and service
- Coordinates with account management and project management staff to identify, manage, communicate and mitigate risks and issues
- Assists Health Current management in the identification, development and implementation of new products and services, and enhancements to existing products and services
- Prepares operational statistics, dashboards, and usage reports
- Assists in conducting data and service usage audits
- 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 management and staff leadership experience in a healthcare related environment
- Working knowledge of clinical practices, business operations and financial processes of the various care settings
- Working knowledge of client support concepts, methods, procedures and tools
- Strong written and oral communication skills
- Strong analytical and organizational skills
- Knowledge of system monitoring, problem identification and correction and issue escalation processes
- Knowledge of HL7 v2.x, HL7 v3.x, C-CDA and XDS.b standards and protocols
- Knowledge of healthcare clinical codes sets such as LOINC, CPT, ICD, etc.
- Ability to prioritize and manage multiple tasks

- Ability to manage competing priorities in a complex and dynamic environment
- Conveys a professional image
- Ability to work in a fast-paced and rapidly changing environment and consistently meet strict service level agreement performance requirements
- Ability to work independently and effectively in a team environment
- Proficiency with the Microsoft Office Suite including Excel, Word, Project, and Visio preferred

Education/Experience

3-5 years of management experience in operational support of health information technologies, health information exchange applications and helpdesk support functions required. High school diploma or GED required, bachelor's degree in Information Technology, Computer Science, Business Administration or related field 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.