

Manager, Client Services

Classification: Exempt

Reports To: Director of Client Services

This is a 100% Remote Position

Must Reside in Oklahoma

Company

MyHealth Access Network is a 501(c)(3) non-profit healthcare information exchange. MyHealth allows interoperability between the different electronic health records throughout our state. By allowing each healthcare facility to submit patient records to one central location MyHealth Access Network is able to present all of an individual's health records viewable in on location. Enabling for improved patient care, and a more efficient use of resources. MyHealth also uses this data to provide social need screening, track quality measures, provide alerting to the providers, and work with community organizations to improve social determinants of health.

MyHealth and its stakeholders also recognize the need to coordinate care with many different agencies, catering not only to a person's physical health but to all the social determinants of a more healthful life. Our organization believes in the 5 rights of health information: Right patient, right provider, right information at the right time in the right setting. We believe in the individual right to privacy and security and we value a healthy community.

JOB DESCRIPTION

Reporting to the Director, Client Services, you will be responsible for developing and managing strong relationships with our clients and stakeholders. You will also address client and stakeholder queries and identify and close on new business opportunities among existing clients and stakeholders. This role will liaise with cross-functional internal teams to improve the entire client and stakeholder experience through successful implementation and delivery of MyHealth programs and services in advancing healthcare in Oklahoma. Additionally, you will be responsible for performance reporting, service utilization, and contracting.

- Partners with MyHealth Senior and Executive Leadership and external organizations to develop and execute client service objectives.
- Establishes, maintains, and cultivates relationships with healthcare community and existing stakeholders.
- Delivers exceptional client and stakeholder service on a day-to-day basis with the goal of maintaining their overall satisfaction.
- Serves as a liaison between clients and stakeholders and cross-functional internal teams to ensure the timely and successful delivery of MyHealth products and services according to customer's needs.
- Leads assigned client contract development, negotiations, and renewal efforts.
- Develops and manages projects associated with business development opportunities.

- Identifies trendsetter ideas by researching industry and related events, publications, and announcements.
- Forecasts and tracks key account metrics.
- Assigns and supervises tasks and responsibilities among staff.
- Provides regular coaching, communicates expectations, and provides feedback to staff.
- Evaluates and manages staff performance and recruitment.
- Performs other related duties and special projects as assigned

Software

- Advanced knowledge and experience with Salesforce
- A high level of proficiency with software including but not limited to: Microsoft Office productivity software such as, Microsoft Visio, Project, PowerPoint, and Excel.

Requirements

- High-School diploma required. Bachelor's degree, or relevant health information technology experience preferred.
- 3+ years of experience in healthcare/public health client or program management work
- Healthcare experience or knowledge of healthcare business (i.e., working with hospitals, physician practices health centers, managed plans, etc.).
- Demonstrated effective leadership experience.

Desired Qualifications

- Demonstrated ability to communicate, present, and influence credibly and effectively at all levels of the organization.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Comfortable working with cross-functional teams at all levels of an organization to obtain knowledge that facilitates problem resolution.
- Strong data analysis, writing, and oral presentation skills.
- Exceptional organization and time management skills.

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.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, paper binders and paper cutters.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is required to lift a maximum of 30 pounds.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 8:30 a.m. to 5 p.m. and must work 40 hours each week to maintain full-time status.

Travel Occasional - travel may be required in support of customers, local and statewide.

AAP/EEO Statement

MyHealth expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. The following are always expected:

- Comply with employee handbook
- Be prompt and on time
- Communicate clearly
- Treat others with respect
- Maintain confidentiality where appropriate
- Be honest and open with questions, concerns and feedback for others