



Client Services Manager

We are seeking an experienced Client Services Manager to join our growing team in Tampa. The Client Services Manager is responsible for managing all aspects of the day-to-day operations providing front-line support and ensuring quality services are provided to our clients and their patients. Responsibilities include daily management of Patient Engagement, Client Success and the Client Implementations teams.

Responsibilities:

- Plan, develop and implement management strategies to respond to client/customer needs and demands
- Set performance standards for all operations teams to promote client/customer satisfaction and to stay relevant to department goals.
- Actively participate in process improvement activities and workflow redesign
- Setting and meeting performance targets for efficiency and quality
- Monitor daily performance for team and individual team members to ensure client satisfaction and all key performance indicators (KPI) are met on a consistent basis
- Provided ongoing training and coaching with all Operations team members
- Ensure all efforts are made to retain clients through the delivery of world class service approach
- Identify problem areas and develop improvement plans to increase performance
- Liaising with internal partners to gather information and resolve issues
- Handle escalated customer complaints or inquiries
- Manage InContact phone system
- Evaluate staffing needs and manage scheduling to achieve operational goals
- Report generation utilizing Salesforce and other available data resources
- Analyze and troubleshoot system issues prior to escalation to development team
- Maintain up-to-date knowledge of industry developments and trends

Requirements:

- 5-10 years management experience

- Experience in growing and expanding client centered services
- Experience in staff/client training
- Experience in healthcare/medical practice operations (2-3 years)
- Experience in process improvement and documentation
- Experience/ working knowledge of RCM / PM Systems
- Knowledge of payment processing industry and experience using web-based applications
- Experience in Healthcare/Medical Billing Environment/Medical Practice Operations (2-3 years)
- Understanding of payment plans and financing preferred
- Proficient in compiling statistical reports and summary analysis.
- Associates Degree or equivalent

Compensation

\$55,000 to \$62,000 Annually

Benefits Offered

401K, Dental, Life, Medical, Vision, STD, LTD, Life Insurance, PTO

Employment Type

Full-Time