

**Job Title:** Director, Clinical Services

**Department:** IKS CARE

**Location:** Westchester, NY/Greater New York Area

**Position Overview:**

This clinical client services role will be responsible for managing the success of the operational relationship with one or more IKS clients in the region and ensure successful implementation of the IKS care and practice book of business under contract. The clinical client services will ensure high levels of customer satisfaction and mutual success of the relationship. In addition, he/she will work with the selling organization and provide solutions support to ensure IKS maximizes revenue with the client. He/she will serve as the “voice of the customer” for IKS health and serve as the “voice of IKS” in the client organization.

This role will require 4-5 days a week at client location (s). Travel will be required.

**Key responsibilities:**

- Manage the overall operational deliverables between IKS and the customer to ensure high levels of customer satisfaction and mutual success
- Formally and informally govern the relationship with the client (COO/CAO, CMIO, CMO, physicians)
- Proactively anticipate operational issues early and escalate within IKS before the client is aware to issues can be resolved. Work with the IKS delivery teams to identify and implement operational improvements (such as work flow changes, technology and automation, metrics and reporting) to ensure high level of customer satisfaction and customer success
- While starting a new account and while new providers/practices are being brought on:
  - Program manage the onsite aspects of the transition/onboarding plan
  - Work with the operations teams to baseline the performance of the practice’s performance prior to IKS Health
  - Work with the provider and their support staff to implement IKS Health processes
  - Train and possibly co-ordinate the training of a provider and practices
  - Ensure the provider and practice leaders are comfortable with the new service till they are in steady state
- Maximize IKS Health revenue generated from the client by increasing wallet share of existing service and other related opportunities
- Work with the client’s project leader and the IKS Health account leader to identify opportunities to expand IKS Health services for the client

**Experience, Knowledge, Skills:**

Required

- Experience in documenting clinical notes
- Familiar with EHR work flow, documentation and coding
- 8-10 years of experience with a large/medium physician group
- Customer Management skills especially in dealing with Physicians, CMIO and Practice Leader
- Structured, methodical and detail-oriented
- Self-driven and proactive
- Ability to multi-task and prioritize issues in a complex environment
- Project management, planning and organizational skills
- Excellent verbal and written communication skills

### Preferred

- Minimum 10 years of proven progressive leadership experience in the US Operational Healthcare setting
- Working knowledge of Practice Management Systems
- Electronic Health Record functionality, analyzing and creating end-user workflows and implementation experience on EHR functionality
- Involved in a CDI initiative
- Capable of interfacing well at all levels within a large organization and client base
- Experience in a “fee for value” setting, such as PCMH, ACO, capitation
- Excellent organization, motivation, leadership and interpersonal skills
- Ability to travel as needed

IKS Health offers a comprehensive benefits package including medical, dental, vision, life insurance, long-term and short-term disability, AD&D, etc. For additional information please reach out to **Hema Mehta** at **[Hema.Mehta@ikshealth.com](mailto:Hema.Mehta@ikshealth.com)**