

Job Title: AVP, Client Services (RCM)

Location: Oklahoma City, OK

Job Summary

The AVP of Client Services will act as a major “Touch Point” to the client and ensure that their business goals and issues are communicated back to our operational support teams. The Director of Client Services will need to leverage a strong amount of Practice Administrator experience in order to truly understand the issues the client is experiencing. Acting as an advocate to the client the Director of Client Services will ensure that our solutions & delivery teams can successfully address these issues. The role may also identify additional client account opportunities and be the solution architect. The role may also assist in driving revenue growth within the client account, and architect possible solutions for the client.

Key Responsibilities

- Be an advisor to clients - The AVP of Client Services will be aligned with the operational leaders within the client organization and will have ownership in monthly revenue coverage
- Ability to create resolution-oriented solutions working with client management teams
- Ability to articulate and communicate IKS Health delivery methodology and value addition philosophy on key business processes and workflow issues
- Ability to create and oversee all aspects of client interaction, contract negotiations and consulting
- Maintain an understanding client’s market and ability to discuss healthcare industry changes
- Ability to create and maintain a CSAT of 4+
- Guides to engagement success - Work with operations team and enable successful transition planning to steady state operations
- Work with the onsite and offshore teams to ensure expectations on success metrics are in sync with the customer
- Team Management - Ability to manage a team of client services executives based on business growth.
- Enforce company's policies and procedures as articulated in the Policy Manual, Compliance Plan and any other departmental policy documents

Qualification Required

- Minimum of 8-10 years of Revenue Cycle Management experience, preferably within a Multi-Specialty Practice, required
- Understanding of RCM, changing care and reimbursement models and how that affects providers’ business growth and bottom-line impact
- Strong personal communication and presentation skills. Ability to quickly build confidence & credibility with prospects, customers and internal team members
- Aligns with all levels of the client organization to understand and to advocate for the client with all IKS solutions and delivery teams
- Ensures all service level agreements are met and that there are no gaps in on-shore and off-shore delivery of services
- Proactively identifies service delivery issues prior to client escalation
- Engages with and supports all levels of the client organization; acts as a trusted advisor to the client
- Ensures high client satisfaction and client success to secure IKS’s short and long-term position with the client
- Generally, supports a single client account or multiple smaller accounts
- Strong financial acumen, problem solving and analytical ability, required
- Experience working with International, off-shore teams preferred
- Excellent oral and written communication and presentation skills required
- Strong computer skills, including knowledge of Microsoft Excel and PowerPoint, required



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