



Title: Associate Vice President, Client Services

Department: Revenue Optimization Services

Job Summary IKS Health is looking for a Client Services professional who will be the outward-facing, dedicated resource for assigned accounts, with direct client contacts for large and complex accounts. They will be responsible for building relationships with healthcare clients and serve as the primary point of contact for overall and day-to-day service delivery. This role will represent clients internally and coordinate with other teams to ensure ongoing client success, to retain and grow business, and to address ongoing service needs.

This role of the AVP will help deliver high levels of customer satisfaction and further the organization's innovation around increasing the IKS footprint, advising large IKS customers on industry best practices. In addition, they will work with the selling organization and provide solutions support to ensure IKS maximizes revenue with the client. They 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 one to spend time at Client/s Locations. Travel will be required.

Key Responsibilities

- Evaluate, design and deliver solutions that will effectively align to client needs, result in exceptional client satisfaction ratings, show positive engagement levels and to achieve profitability and revenue targets.
- Superior analytical, quantitative and conceptual thinking skills and strong interpersonal and communication skills ensuring successful client projects and team performance.
- Success in this role will be evaluated on the ability to evaluate, design and deliver solutions that will effectively align to client needs, result in exceptional client satisfaction ratings, show positive engagement levels and to achieve profitability and revenue targets.
- Manage a portfolio of customers, evaluate existing solutions, sell custom built solutions, and ensure quality assurance, client satisfaction, team results, thereby implementing the best solution to fit our unique client needs.
- Manage client engagements typically including gathering and analyzing information, formulating and testing hypotheses, and developing recommendations for presentation to client management.
- Utilize consultative selling techniques in positioning technology enabled Margin and Coding solutions to help clients achieve bottom-line financial business improvements

Qualification

- Undergraduate or Master’s degree, MBA, MHA preferred
- 7 to 10 years of experience in a healthcare environment with end-to-end revenue cycle transformation experience, including patient access, coding, Clinical Documentation Improvement (CDI), billing, A/R and denials management, and related IT systems
- History of managing projects or programs that significantly improved revenue cycle performance (e.g., improved patient collections, reduced denial write-offs, increased accuracy of clinical documentation and coding, accelerated back-end cash collections, etc.)
- Enthusiasm for analytically intensive work, and learning about analytics, technology and healthcare



- Understanding of the principles of change management and performance metrics and dialogs, particularly in health systems.
- High level of entrepreneurship, professionalism and excitement to help build a start-up business in an ambiguous environment
- Able to provide leadership over and influence individuals and across multiple stakeholders from different levels, backgrounds by tailoring approach
- Sound problem-solving skills to quickly process complex information and present it clearly and simply during change transformation efforts with clients
- Ability to multitask, work under pressure and deliver accurate and high volume results on tight deadline
- Experience in and appetite for analytics and quantitative/data analysis and ideally in the healthcare sector.
- Excellent presentation skills

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 at ushr@ikshealth.com