

Job Description: Client Relationship Manager

Summary: QHN is looking for a Client Relationship Manager. The Client Relationship Manager is a key role in our Business Development Team. The goal for this role is to support the QHN participants as a trusted and loyal advisor, assisting our partners to maximize the efficacy of systems involved in health outcomes.

Responsibilities:

- Building and maintaining relationships with clients and key personnel within customer companies.
- Provide consultation, education and direction to western Colorado organizations and providers to support the adoption of health information technology, health information exchange and promote innovative uses of electronic health information. The areas of focus are on practice transformation, providing support for the transition to value-based payment models, and improving care coordination.
- Conducting business reviews to ensure clients are satisfied with their products and services.
- Alerting the sales team to opportunities for further sales within key clients.
- Letting customers know about other products and services the company offers.
- Attending meetings with clients to build relationships with existing accounts.
- Escalating and resolving areas of concern as raised by clients.
- Carrying out client satisfaction surveys and reviews.
- Monitoring company performance against service level agreements and flagging potential issues.
- Will help establish and manage collaborative relationships with social service organizations, community, business, consumer, government and clinical leaders to present and enhance clinical transformation and care processes.
- Has knowledge of Meaningful Use, MACRA, MIPS, and other reporting which may be needed, to assist organizations through our rapidly changing business world.
- Liaising with internal departments to ensure client needs are fulfilled effectively.

Qualifications:

- Strong interpersonal skills and an ability to build rapport with customers.
- Previous sales experience and an organized approach to work.
- Hardworking with a strong work ethic.
- Previous experience working as a client relationship manager or a track record of managing client relationships.
- Current working knowledge of outpatient medical practice workflow is required.
- Knowledge of HIPAA and patient privacy rules
- Working knowledge of current computer technology, good keyboarding skills, and productivity tools including Microsoft Office.
- Experience in presenting to groups and/or teaching preferred

The Project Manager is an exempt position. Regional travel required. Some periodic overnight travel required.