

HEALTH PAYMENT SYSTEMS

JOB DESCRIPTION – March 2019

Title: Client Engagement Manager

Reports To: VP of Client Engagement

Employment Status: Full Time

FLSA Status: Exempt

Position Summary:

- The Client Engagement Manager position is responsible for the implementation, maintenance, and retention of client customer base. This includes all aspects of the client interaction and all 3rd parties in which HPS has a relationship; the Client Engagement Manager owns the full solutions set that HPS is connected to.

Essential Duties and Responsibilities:

- Knowledge and expression of HPS concepts and fundamental business ideals.
- Prepares presentation materials for clients.
- Ability to present HPS core concepts to groups from 2-200+
- Prepares and effectively communicates retention materials to client base.
- Follows established employer retention plan with up to date tracking in CRM system.
- Follows through on any and all client related activities including complaint resolution.
- Maintain quality data in both CRM and PPS systems.
- Builds, prepares, and understands reports in CRM system.
- Completes ad hoc reporting and provides to client in designated timeframe.
- Resolves complaints through investigation and interdepartmental cooperation and composes professional responses. Escalates non-standard or difficult complaints to appropriate person within the organization.
- Maintains exceptional level of service by monitoring standards and alerting supervisor of potential problems.
- Actively and creatively participates in the positive growth and evolution of the organization.
- Works effectively and professionally with other departments.

- Accepts ownership for responsibilities and decision making within designated job responsibilities.
- Continues to enhance job performance by participating in educational and training opportunities.

Qualifications:

Presentation Skills, Internal and External Communications, Verbal and Written Communications, Motivation for Retention, Retention Planning, Client base Management, Meet Retention Goals, Organization, Attention to Detail, Research and Problem Solving Skills, Listening abilities, Customer and Quality Focused, Dependable and Thorough, Proactive, Reporting and analytic skills

Education/Experience:

College Diploma or related experience

5+ Years of Client Management or related experience

Healthcare experience, ideally working with self-funded employers, is not mandatory but preferred

Work Environment:

Internal office environment with cubicles and or office space. Travel is mandatory for this position with expected time out of the office 70%. The other 30% is in the office.

Physical Demands:

- Communicate verbally and with written word
- Hear to answer phones, interact with others
- Walk occasionally around the office to perform job duties
- Sit at desk to perform duties
- Drive to client appointments

- Use fingers to manipulate keyboard and telephone
- Close vision and ability to adjust focus to read and work on computer.

Health Payment Systems is an Equal Opportunity Employer. It is the policy of Health Payment Systems to extend equal employment opportunity to all applicants regardless of sex, race, color, marital status, physical or mental disabilities, religious belief or national origin or any other basis prohibited by federal, state, or local law.

If interested in this position, please send a cover letter and resume to humanresources@hps.md.