

CLIENT IMPLEMENTATION & OPERATIONS MANAGER

ABOUT MYHEALTHDIRECT

MyHealthDirect, a leading provider of digital care coordination solutions, partners with many of the nation's largest health systems and health plans to make it easy for people to access healthcare. Our intuitive technology guides consumers to the right care and enables real-time scheduling through any access channel: on the web, in call centers, and in provider offices. Through our consultative services, we bring insights and actionable analytics to our customers, improving outcomes and enhancing the patient experience. MyHealthDirect is growing rapidly and seeking exceptional people to help us exceed our customers' expectations and to continue our growth.

CLIENT IMPLEMENTATION & OPERATIONS MANAGER

MyHealthDirect is seeking an energetic, outgoing, and entrepreneurial professional who is excited to be on the front lines leading the implementation of new client markets and integrations, successfully managing ongoing expansions, and driving remarkable client experiences, and strong relationships for long-term success. Success will be assessed by successful time to value on new implementations and continued growth of existing clients.

Interested candidates must demonstrate a history of learning on the job, creative drive, proactive analysis, problem solving, and expanding responsibilities beyond job title. This position is based in our Nashville, TN - area headquarters with regular travel to assigned markets. While this position will include expansion within existing clients, it is not a sales role or commission-based.

PRIMARY DUTIES AND RESPONSIBILITIES

- Owning the hands-on implementation, growth, and ongoing execution of assigned clients and projects
- Acting as primary point of contact between MyHealthDirect and each assigned client
- Building and managing project plans
- Work with other Account Management team members and across functional groups to execute on key client program goals
- Maintaining, growing, and supporting strong relationships with client stakeholders through regular in-person visits, phone calls and other "white glove" actions that address concerns, drive user adoption, and regular improvements.
- Monitoring progress through data reporting and analysis; presenting results both internally and externally while using data to drive informed conversations about utilization, improvement, and growth with clients/users.
- Strategizing offering, reporting, and process improvements; working with team members to implement them
- Be an expert on the MHD tools to develop insights and address client needs
- Identify and articulate opportunities for MHD to improve its offering and execute expansion opportunities

QUALIFICATIONS

- Trustworthy; Ability to communicate proactively and clearly in person, by phone, and by written word; able to keep up with all responsibilities even when traveling
- Ability to grasp new concepts; to learn and get up-to-speed quickly
- Outgoing; eager to engage lots of people on the phone or in person. Able to deal professionally and calmly with customers and users.
- Demonstrated relationship-building skills
- Ability to work well as part of a team, despite sometimes being remote from other team members
- Proven work ethic, drive and determination. Owning your work and results; getting it done and doing it right.
- Advanced proficiency in Microsoft Office
- BS/BA in business-, organizational behavior-, or healthcare-related fields preferred, but not required
- 5 – 8 years of experience in project management, building or managing networks, client accounts, etc.
- Willing/Able to travel as needed to assigned client sites

COMPENSATION AND BENEFITS

MyHealthDirect offers a competitive salary and benefits package that is commensurate with experience.

TO APPLY

Interested candidates should contact careers@myhealthdirect.com to inquire about openings.

MyHealthDirect is an equal opportunity employer.