

Manager, Client Services – Temp to Hire Position

Company Overview

Pixel Health is bridging the gap between healthcare and technology. Every day we work closely with clinicians, healthcare administrators, their IT teams, and each other to:

- Improve the confidence of healthcare professionals and providers in the IT they use every day,
- Enhance patient access processes and digital health capabilities throughout the health system,
- Enhance understanding and communication between medical staff and IT professionals,
- Determine gaps in IT systems and processes,
- Manage IT workflow, and
- Provide entire IT managed services including help desk, field services, cabling, and engineering.

We are determined to keep healthcare workers doing what they do best: patient care.

Employee Value Prop

This kind of work requires an employee who can tackle problems with creativity, holds themselves with integrity, and who has a willingness to collaborate and learn. We value internal staff development to encourage our employees to grow as individuals within their roles and become valuable members of their teams. Our incredibly skilled and diverse team is here to support you as you grow in this role. We want to give you the tools to master new (or existing) skills and build meaningful relationships.

As a team member at Pixel Health, you can expect to have a direct impact on the way healthcare is delivered. It is no small feat, but it is important work that we believe in. Our experienced team relies on the support and innovative ideas you bring with you to this role.

Title

Manager, Client Services

Location

Western Massachusetts; Nashville, TN; Kansas City, MO

Role Description

Our client service Managers are the heart and soul behind the success of every project or program Pixel Health aspires to accomplish. Our Client Services Managers are closely involved in the daily tasks of every Pixel Health project. They coordinate projects with objectives and stakeholders, design and track detailed work plans, draft deliverables, manage teams, achieve milestones, and keep all involved communicated with along the entire journey. Other duties may be assigned. This is a temp to hire position.

Qualifications and Skills

We understand that each person is uniquely qualified for something out there, but we want to make sure that you're uniquely qualified for this position.

- 3+ years project management experience required
- 3+ years consulting experience required
- 3 years' experience in the field of Healthcare including at least 1 year project management / change management / process improvement
- Project Management Professional certification preferred (e.g., PMI Certified)
- Availability to travel up to 25%
- Experience with responding to, managing, and/or developing and leading Requests for Proposals (RFPs/RFIs).
- Leadership Skills: keep project resources motivated, resolve conflicts, and make hard decisions.

- Time Management: Individual will be working with fellow Pixel Health employees, clients, and management, often working on multiple projects simultaneously.
- Math and Budgeting: Client Service Managers are expected to keep and maintain a budget on every project. Employee will need to be confident in using quantitative skills to make sure they know where the project's money is going.
- Analytical Skills: Employee will need analytical skills to be able to solve problems that may come up during a typical workday. Employee will be analyzing and synthesizing data and making decisions that affect the project on a regular basis.
- Solid understanding and/or hands-on experience in healthcare operations, healthcare applications, IT infrastructure; technical background a plus.
- Excellent client-facing and internal communication skills.
- Excellent written and verbal communication and presentation skills.
- Solid organizational skills including attention to detail and multi-tasking.
- Strong working knowledge of Microsoft Office.

Responsibilities

- Coordinate internal & client resources and third parties/vendors for the flawless execution of projects.
- Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques. Ensure that all projects are delivered on time, on budget, and within scope. Must be able to manage 'scope creep.'
- Inform leadership of issues, risks, and variations. Report and escalate to management as needed.
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Ensure resource availability and allocation based on project scope and staffing assumptions.
- Develop a detailed project plan to monitor and track progress.
- Develop client deliverables, with input from senior project team members. Synthesize data, tell a logical and compelling story via PowerPoint.
- Develop meeting materials (i.e., agenda, supporting materials, and minutes) with input from senior project team members.
- Participate in the business development process by identifying potential opportunities and assisting with the drafting of proposals and Statements of Work (SOWs).
- Measure project performance using appropriate tools and techniques.
- Successfully manage the relationship with the client and all stakeholders.
- Establish and maintain relationships with third parties/vendors.
- Create and maintain comprehensive project documentation.

Salary

\$100,000.00 to \$115,000.00 per year

If you are interested in applying for this temp to hire position, please send your resume to Tracy Reisbig, Manager of Human Resources at treisbig@pixelhealth.com.