



Job Description: Client Services Manager

in2itive Business Solutions is a leading medical billing firm offering full range revenue cycle management services to Ambulatory Surgery Centers and Physician Practices nationwide.

The Manager of Client Services is a strategic leadership position based in our Overland Park, KS office that will manage the overall operations for assigned clients, ensuring financial success and providing exceptional client support.

MINIMUM REQUIREMENTS

- Requires a bachelor's degree with at least 4 years of experience in the healthcare field.
- Demonstrates expertise in healthcare billing concepts, practices, and procedures.
- Thorough knowledge of process management and revenue cycle flow.
- Skills necessary to complete presentations, audit, train, enforce quality controls and write policies and procedures.
- Ability to prioritize competing demands and effectively manage multiple projects.
- Skill in developing and maintaining effective relationships with staff and clients.
- Ability to think analytically and apply critical thinking skills to issues required.
- Proficient in Excel and Word with excellent written and oral communication skills.
- Ability to delegate authority and responsibility to staff personnel as necessary to perform their assigned duties.
- Ability to counsel/discipline personnel as requested or as may become necessary.
- Ability to handle information in a confidential manner.

ESSENTIAL FUNCTIONS

- Distributes assignments to Patient Account Representatives, Payment Posters, Billers and Support Staff.
- Oversee all aspects of revenue cycle management operations.
- Client communication and board meeting presentation.
- Manage and maintain quality service programs.
- Create and manage training programs for multiple billing systems.
- Staff management.
- Recruiting and onboarding.
- Review and manage all overview and key indicator reporting.
- Provide sales support as needed.

Candidates must be available to work in our office in Overland Park, KS.

In2itive Business Solutions is an equal opportunity employer.

No Agency Calls.



PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is frequently required to sit, converse, and listen; use hands to touch, handle, or feel objects, tools, or controls; and to reach with hands and arms. The employee is occasionally required to walk. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is typical of an office environment and, as such, is considered moderate.
- Travel within the United States may be required.

I have read the job description and understand the functions and objective of the position. I understand I am responsible for compliance with all policies and procedures.

Employee's Signature _____

Date: _____

Supervisor's Signature _____

Date: _____



Functional Demands			
Functional Demands	Occasional	Frequent	Constant
Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carrying (specify maximum pounds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cognitive Reasoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Exposure (cold, vibration, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Hand Manipulation (sensation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interpersonal Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (specify maximum pounds) Floor to Waist Waist to Shoulder Above Shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Math	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Memorization	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem Solving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling (specify maximum pounds)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching To Floor Waist to Shoulder Above Shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Seeing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Training/Supervising	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>