

Position Specification

Healthcare Professional Services Company Director of Revenue Management Client Relations

The Company

Our client is a trusted business partner to home health, homecare and hospice providers, specializing in revenue cycle, coding, regulatory compliance, and operational excellence. They provided solutions, advice, and expertise to clients ranging from large health systems and national chains to small, independent agencies – both in the for-profit and non-profit worlds.

The Position

Location

This position will be remote and work from a home office.

Overview

The Director of Revenue Management Client Relations (Director) will be responsible for contacting the company's Revenue Cycle target customers, identifying and qualifying sales opportunities for our offering, presenting our offering and closing business. The Director will focus exclusively on the company's Revenue Management Services Solutions and will work closely with the company's Vice President of Revenue Management Services.

The Director will be expected to achieve targets and goals set by the Chief Revenue Officer. The position will also be responsible for generating and following up with qualified leads.

Reporting Relationship

The Director will report directly to the company's Chief Revenue Officer.

Responsibilities

- Develop new business by proactively contacting potential clients via telephone, Internet, eCommunications and in-person to identify appropriate contacts, qualify and drive leads through the sales pipeline.
- Set appointments and/or demos that fit within the guidelines of a qualified lead via web conference or in-person, depending on proximity to prospective clients.
- Respond to requests for information and answer questions regarding the company's Revenue Management Services.
- Develop and deliver the company's Revenue Management Services demos/sales presentations in a professional and effective manner by:
 - Applying established demo process and using effective sales techniques
 - Keeping current on company activities, industry trends & learning management system (LMS) functionality.

- Utilize approved company processes for lead generation efforts including timely tracking and reporting of status within the Salesforce CRM.
- Meet or exceed established call/demo quotas and division sales goals.
- Attend trade and industry related events as assigned.
- Communicate to management the status of leads and outcome of sales process.
- Maintain proficiency with new developments within the company's divisions and competitors.
- Stay abreast of critical aspects of the industry and all company products and services by working closely with the sales team, and cross selling to potential clients.
- Participate in activities as needed to support the functions of the team.
- Perform other related duties incidental to the work as assigned.
- Participate in sales related travel as necessary.

Travel

Up to 50%

The Candidate

Professional Qualifications

- Minimum of 5 years' experience in successful external healthcare sales, preferably in outsource environments, technology or services related product or offering.
- Bachelor's degree in a healthcare, technical or business discipline.
- Strong written and oral communication skills, including telephone-based, consultative selling skills and well-developed presentation skills.
- Excellent interpersonal skills.
- Strong organizational skills must include prioritizing, planning, follow through, multitasking and time management.
- Ability to sense and relate observations to sales opportunities.
- Ability to influence and persuade all levels of decision makers to achieve desired outcomes.
- Strong analytical, problem solving, and negotiation skills.

Personal Characteristics

- **Achievement Focus:** Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Sets and achieves challenging goals. Takes calculated risks to accomplish goals.
- **Adaptability:** Accepts criticism and feedback; adapts to changes in the work environment; changes approach or method to best fit the situation; manages competing demands.
- **Analytical:** Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.
- **Attendance & Punctuality:** Arrives at meetings and appointments on time; begins working on time; Ensures work responsibilities are covered when absent; keeps absences within guidelines; schedules time off in advance.
- **Business Acumen:** Aligns work with strategic goals. Conducts cost-benefit analyses. Demonstrates knowledge of market and competition. Displays orientation to profitability. Understands business implications of decisions.

- **Business Ethics:** Inspires the trust of others. Keeps commitments. Treats people with respect. Upholds organizational values. Works with integrity and ethically.
- **Change Management:** Builds commitment and overcomes resistance; communicates change effectively; develops workable implementation plans; monitors transition and evaluates results; prepares and supports those affected by change.
- **Communications:** Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.
- **Conflict Resolution:** Confronts difficult situations; encourages open communications; Keeps emotions under control; Maintains objectivity; uses negotiation skills to resolve conflicts.
- **Consultative Selling:** Applies product and market knowledge effectively; asks questions to discover client business needs; Builds rapport and establishes trust; manages and documents sales process; presents solutions that meet customer objectives; qualifies potential customers.
- **Continuous Learning:** Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.
- **Cooperation:** Displays positive outlook and pleasant manner; establishes and maintains effective relations; Exhibits tact and consideration; offers assistance and support to co-workers; works actively to resolve conflicts; works cooperatively in group situations.
- **Cost Consciousness:** Conserves organizational resources; contributes to profits and revenue; develops and implements cost saving measures; works within approved budget.
- **Customer Service:** Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.
- **Dependability:** Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.
- **Impact & Influence:** Achieves win-win outcomes; Addresses divergent opinions; displays ability to influence key decision-makers; pursues and wins support for ideas; uses authority appropriately to accomplish goals.
- **Initiative:** Asks for help when needed; Looks for and takes advantage of opportunities; seeks increased responsibilities; takes independent actions and calculated risks; undertakes self-development activities; volunteers readily.
- **Innovation:** Develops innovative approaches and ideas; displays original thinking and creativity; generates suggestions for improving work; meets challenges with resourcefulness.
- **Job Knowledge:** Competent in required job skills and knowledge; displays understanding of how job relates to others; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; Uses resources effectively.
- **Judgment:** Displays willingness to make decisions; exhibits sound and accurate judgment; includes appropriate people in decision making process; makes timely decisions; supports and explains reasoning for decisions.
- **Managing Customer Focus:** Develops new approaches to meeting customer needs. Establishes customer service standards. Monitors customer satisfaction. Promotes customer focus. Provides training in customer service delivery.



- **Oral Communications:** Demonstrates effective group presentation skills; listens and gets clarification; participates in meetings; responds well to questions; speaks clearly and persuasively.
- **Organization Support:** Benefits organization through outside activities; completes administrative tasks correctly and on time; follows policies and procedures; supports affirmative action and respects diversity; supports organization's goals and values.
- **Problem Solving:** Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.
- **Professionalism:** Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Sales Skills:** Achieves sales goals; Initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information; overcomes objections with persuasion and persistence.
- **Strategic Thinking:** Adapts strategy to changing conditions. Analyzes market and competition. Develops strategies to achieve organizational goals. Identifies external threats and opportunities. Understands organization's strengths & weaknesses.
- **Teamwork:** Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

To learn more about this opportunity or provide a confidential referral, please contact:

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Please use this reference code in the subject line of your response:

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