



T. 509.448.2067
F. 509.448.0785



1908 N Dale Lane, Suite A
Spokane Valley, WA 99212

Join our team as **Director of Data Analytics**

Are you looking for a great career opportunity in healthcare? We are a Spokane based national healthcare consulting company specializing in long-term care. This is a unique opportunity for someone that enjoys functioning outside the box. We provide various financial services to Providers of long term care. In addition to accounting, reimbursement and revenue cycle management we provide online subscription services for data analytics and SNF consolidated billing.

This position is responsible to assure our online products meet our client's needs and exceed our competitors offering. Primarily responsible for customer support in addition to sales and marketing for our online web presence to include **snfcb.com** and **ltc-analytics.com**. This shall include the cultivation of new clients and maintaining and enhancing existing client relationships and overall customer satisfaction.

Duties and Responsibilities

- Function as the main Customer Service Representative.
- Coordinate customer support and customer training for thorough online support, support tickets, emails and support hotline.
- Provide online training for new and current customers.
- Maintain the knowledge base to assure it is functional and up to date.
- Write and publish periodic newsletters and/or blogs to assure users are kept up to date.
- Monitor CMS and carrier websites to assure our data is up to date and current.
- Coordinate with website developer regarding product enhancements.
- Obtain client feedback on services and recommend improvements.
- Research and develop strategies and plans for marketing opportunities.
- Represent the company at various meetings to promote the company.

Requirements

- Extensive experience in long term care to include at least 4 years' experience with SNF consolidated billing
- Self-Motivated team player
- Strong computer, analytical, communication and problem solving skills
- Ability to travel, expected travel is less than 20%
- Experience in all aspects of developing and maintaining client relationships.
- Excellent written and verbal communication skills
- Working knowledge of Microsoft Word, Microsoft Excel
- Organization and planning
- Problem analysis and problem-solving
- Formal presentation skills
- Persuasiveness
- Adaptability
- Innovation
- Good Judgment
- Decision-making
- Stress tolerance
- Collaboration

Wage Commensurate on qualifications - Email cover letter and resume to: danette.ulrich@billing-services.com