

Client Service Manager

Compensation: \$75,000 - \$80,000 annually (depending on experience)
Employment Type: Full-Time, Exempt, and reports to the Sr Director of Service Excellence

The average person is in the workforce for forty-two years, with roughly 45,990 hours of your life spent actively engaged in work. Some people see that number and immediately think about how they can make that number smaller. Here at Renalogic, we're looking for people who see that number and immediately think about how they can make those hours as impactful and rewarding as possible.

Renalogic is dedicated to helping our clients manage the human and financial costs of chronic kidney disease. To help us in our mission, we hire people who are humble, hungry, and smart. And it sure helps if you have a sense of humor. We're not perfect, but we're trying to build a company that we are all proud of. Our [Glassdoor](#) and [Gallup's 2021 Exceptional Workplaces](#) ratings suggest we're on the right path.

How you'll contribute

- Lead the post-sales client implementation and timeline in a manner that demonstrates professional integrity and ownership.
- Act as the primary account contact and work effectively with each customer to address concerns, answer questions, and provide information.
- General management (post-contract execution) of all assigned accounts and key account elements in relevant systems.
- Ensure internal and external individuals have the required materials to finalize various implementation processes.
- Enter and maintain member and client data into CRM to support forecasting of future revenue for the KDAP program.
- Work autonomously and in conjunction with others to ensure effective implementation of KDAP, MAPs and CCP programs.
- Coordinate with Ops and client on dialysis referrals to collect pertinent member information; process, share, and file form promptly.
- Search for and pull relevant SPD benefit details and provide the clinical team with information promptly.
- Create a data request and introduce Data Operations to the noted contact at the ASO or TPA.
- Manage Full Carve Provider and Member notifications and ID cards processes.
- Track and share annual renewal and retention dates with internal persons.
- Create and distribute to customers all required quarterly outcomes, KDAP and CCP Savings reporting promptly; answer customer questions and address concerns.

Experience you must have

- Must have at least four years of relevant professional experience (contract management, self-funded healthcare process management, etc.).
- Must have at least an A.A./A.S. in a related field.
- Experience with Zoho or similar CRM systems is highly preferred.
- Familiarity with Microsoft products such as Outlook, Word, Excel, and Teams.

Skills & attributes you'll need to succeed

- Proficiency in the English language
- Customer (external and internal) focus
- Technological savviness
- A 'yes, if' attitude
- Organizational aptitude
- Reliable power and internet
- A dedicated workspace with minimal distractions and interruptions

What we offer

- Market competitive salary and success-based commission (for sales roles)
- Flexible and usable time off and holidays – we value recharging
- Exceptional healthcare coverage, with the majority of premium covered by us
- 401k plan with company match

We are proud to be an equal opportunity employer, which means that our employment decisions are inclusive and welcoming, regardless of race, gender, age, color, sexual orientation, gender identity, pregnancy status, religion, national origin, disability, or any other personal, physical, mental, or sensory traits.

Individuals will be required, once hired, to successfully pass a background, reference, and education verification process and must demonstrate that they are legally authorized to work in the United States.

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Nothing in this document is intended to be a contract of employment as Renalogic is an 'at-will' employer.