



https://evergreen.partners/careers/dir_clientops/

Director of Operations – Client Partnerships

Position Overview

The Director of Operations – Client Partnerships is responsible for supporting the operations and strategic initiatives of the Client Partnership team. This role leads with a servant mindset and attitude to ensure continuity of service and support across the client partnerships team and regions. In addition, this role is responsible for the processes, tools, documentation, and technologies that support the Client Partnership team. The person in this role is highly organized, process oriented, and people savvy. Building relationships and providing exceptional client support are essential to success in this role.

The Director of Client Operations actively contributes to our culture of belonging, where everyone feels welcome and supported. In addition, this person embraces Evergreen's goal of being the "Best Place to Work" through building relationships, working collaboratively, and embodying our company's values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).

This position reports to the SVP, Client Partnerships. Work can be done either in-person in our Middleton, WI office, fully remote, or hybrid.

Essential Functions

Team Operations

- Collaborate with Client Partnerships leadership for the overall strategy and guiding principles for the processes, systems, and tools that will enhance the efficiency, accuracy, compliance, and reliability of the Client Partnership Team.
- Analyze sales data and metrics to provide insights and recommendations for improving sales performance. Create and maintain sales dashboards and reports to monitor key performance indicators (KPIs).
- Oversee day-to-day team operations, ensuring efficiency, productivity, and adherence to company policies and procedures.
- Implement and optimize client partnership team workflows, processes, and systems to enhance team performance and operational effectiveness.
- Collaborate with sales leadership to develop accurate sales forecasts and plans. Monitor sales pipeline and provide regular updates on sales performance against targets.
- Collaborate closely with various teams to ensure alignment and coordination across departments, facilitating communication and collaboration to support client partnership team goals.
- Coordinate and prioritize team activities, ensuring alignment with organizational goals.
- Develop and maintain operational metrics and dashboards to track team performance and identify areas for improvement.
- Work closely with IT and PMO to implement recommended changes for organizational and process improvement, defining success criteria and project completion goals, ensuring projects reach successful outcomes, and clearly communicating progress to Client Partnerships leadership.
- Serve as liaison between digital transformation implementation and system

Hiring organization

Evergreen Healthcare Partners

Job Location

6720 Frank Lloyd Wright Ave, Suite
200, 53562, Middleton, WI, USA
Remote work possible

optimization and client partnership leadership to ensure alignment between sales team and system needs.

Sales Enablement and Collaboration

- Partner closely with Client Partnerships leadership to ensure alignment with and support of business development, revenue, and growth objectives.
- Actively participate in addressing client challenges by crafting sales collateral tailored to meet client needs, ensuring alignment with Evergreen's suite of solutions and services.
- Oversee and create proposal responses to RFP, RFI and solutions proposal customer requests; write proposal content as needed.
- Serve as liaison for membership programs (ex: CHIME, KLAS, HIMSS, etc.) and lead efforts to utilize benefits.
- Collaborate on events programming, client invitations, conference planning, and other client social events and touchpoints
- Equip the client partnership team with the knowledge and resources required for effective promotion of Evergreen services, encompassing features, benefits, and the value proposition.
- Collaborate closely with the client partnership team to strategize and create solution-focused sales approaches and messaging. Develop compelling success stories that showcase the return on investment (ROI) delivered by Evergreen solutions.
- Monitor market and competitor trends closely, and provide insights to Client Partnerships leadership to inform Evergreen's market-based service offerings and strategic positioning.

Leadership and People Management

- Develop and maintain a strong team by fostering positive relationships, leveraging individual strengths, celebrating accomplishments, and providing meaningful feedback while embracing opportunities for improvement.
- Conduct regular team meetings to unify communication, expectations, policies, procedures, and escalations, and provide relevant company updates.
- Hold weekly one-on-one meetings with team members to discuss job satisfaction, performance, growth opportunities, ongoing projects, individual/team goals, and other important topics.
- Oversee new employee onboarding, performance management, and career development, providing coaching, mentorship, and support for continuous professional development.
- Ensure employees understand and execute their duties within defined deadlines, delegating responsibilities as needed and ensuring adherence to legal and organizational policies and procedures.
- Provide clear direction, set performance expectations, conduct regular performance reviews, and identify and address skills gaps.
- Foster a positive and inclusive work environment, promoting employee engagement, well-being, collaboration, innovation, and accountability.

General

- Uphold Evergreen's mission (Create authentic partnerships that improve healthcare) and values (Care Personally, Extend Grace, Be Responsive, Take Ownership, Be Transparent, Innovate).
- Cultivate meaningful relationships across Evergreen and with external partners.
- Embrace radical candor by developing relationships across Evergreen and

providing direct feedback and recognition at all levels.

- Communicate in meetings, one-on-ones, and daily interactions with clarity, purpose, and respect for the individuals involved in the discussion.
- Participate in or lead cross-functional projects.
- Coordinate and support company-wide programs and special projects.
- Serve as subject matter expert for your team and role.
- Support colleagues and Evergreen's growth by participating in hiring, onboarding, ongoing training, and other duties as assigned.
- Participate in the development, documentation, and improvement of processes, procedures, and policies, in alignment with Evergreen's mission and values.
- Assist and back up other colleagues when necessary.
- Embrace change as Evergreen scales systems and processes.
- Attend Evergreen's in-person annual retreat one time per year.

Qualifications

Required Qualifications

- Bachelor's degree or higher.
- Ten or more years of experience in healthcare, health-tech, or consulting services, including direct experience with Epic consulting engagements and professional services sales and/or delivery.
- Experience leading and supporting marketing-driven sales efforts.
- Exceptional communication and client relationship skills and business acumen.
- Advanced proficiency in Microsoft 365 tools, including Word, Excel, PowerPoint, Teams, and Outlook, along with hands-on experience using CRM and ATS platforms and other relevant business applications.
- Excellent interpersonal skills with the ability to manage sensitive and confidential information with professionalism and diplomacy.
- Ability to establish and maintain effective working relationships with diverse groups of team members, managers, and vendors.
- Demonstrated commitment to put forth consistent effort and successfully complete assigned tasks in a timely manner without sacrificing quality.
- High attention to detail, including strong time management, analytics, organization and active listening skills.
- Ability to contribute to a positive working environment.

Other Required Qualifications

Should you travel on-site to a client site, or a partner of Evergreen, and specific vaccinations are required by the client/partner, Evergreen does require our staff to meet these requirements. If you cannot meet the requirements, you might be asked to provide religious or medical accommodation pursuant to the state and federal law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Salary Range

\$ 135,000+ depending on experience, in addition to bonus eligibility and a comprehensive benefits package.

Work Hours + Travel Requirements

Evergreen's core working hours are 9am – 5pm Central Time, and most of our internal meetings take place during this window. This may vary based on the business hours of your client partners. In addition, work may occur outside core business hours while on business travel or to address urgent client needs. Occasional travel up to 20% per year, depending on project needs. If remote, travel might include annual visit to Evergreen's headquarters in Middleton, Wisconsin.

Physical Demands

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at a time.

Work Authorization Requirements

Evergreen is interested in every qualified candidate who is eligible to work in the United States. However, we are currently unable to sponsor work visas. At this time, candidates must reside in the U.S. to be eligible to work at Evergreen Healthcare Partners.