Job Description

Thomson Reuters is the leading source of intelligent information for the world's businesses and professionals, providing customers with competitive advantage. Intelligent information is a unique synthesis of human intelligence, industry expertise and innovative technology that provides decision-makers with the knowledge to act, enabling them to make better decisions faster. Through its more than 50,000 people across 93 countries, Thomson Reuters delivers this must-have insight to the financial, legal, tax and accounting, scientific, healthcare and media markets, and is powered by the world's most trusted news organization. More information about Thomson Reuters and its financial performance can be found on www.ThomsonReuters.com http://www.thomsonreuters.com/

The Healthcare & Science business of Thomson Reuters provides intelligent information to better manage the cost and quality of healthcare and accelerate scientific research and innovation.

***Remote, Home-Based Office position located in the West Coast region of the United States***

The Client Services Manager will coordinate activities that address a specific client's needs to achieve full utilization and realize greatest value from Thomson Reuters products. This position will utilize his/her expertise within the operations and financial space to achieve client's business objectives by addressing their specific issues, concerns and educate how to obtain value from product. The Client Services Manager will also develop and deliver product based solutions to clients to further the understanding, integration and value of Healthcare data in their improvement and planning initiatives. As well as facilitate delivery of Thomson Reuters value proposition by delivering solutions that assist with proper report generation, data interpretation, and recognition of opportunities through product tools. This position is also responsible for coordination and delivery of client solutions within delivery standards while meeting or exceeding client expectations. The Client Services Manager will possess operational benchmarking expertise with experience in financial analysis, management engineering, or operational improvement.

Qualifications

- Bachelor’s degree in business or healthcare related field or the equivalent experience in a healthcare organization required; MBA or MHA preferred.
- Minimum five years experience in client-facing roles; Healthcare experience required.
- Hospital Financial Operations experience required.
- Experience working in a healthcare setting in operations and financial space.
- Experience with ACTION O-I highly desired
- Strong interpersonal skills, ability to clearly communicate both in oral and verbal forms.
- Ability to work collaboratively across different work groups.
- Understanding of basic business terms.
- Ability to propose viable solutions to problems.
- Experience with the use of comparative databases.
- Strong analytic skills.
- Strong presentation skills at all levels of client organization.
- Ability to demonstrate value proposition of a product.
- Six Sigma or Lean experience a plus.
- Ability to travel 35-50% of the time.

Thomson Reuters employees take pride in providing our customers around the world with information that is timely, accurate, unbiased and trusted. We have a profound respect for the professions and customers we serve and define our success in terms of their success. Our work environment is dynamic, innovative and entrepreneurial. We have a result-oriented culture that demands excellence, agility, and the desire to move quickly and precisely to seize opportunities. Our environment is both challenging and supportive - we give employees the opportunity to develop their skills and do their best work.

Thomson Reuters values diversity of culture and thought and seeks talented, qualified employees in all its operations around the world regardless of race, gender, national origin, religion, sexual orientation, disability, age or any other protected classification under country or local law.

Thomson Reuters is proud to be an Equal Employment Opportunity/Affirmative Action Employer.