



6620 Highland Rd., Suite 240
Waterford Township, MI 48327
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Title: Vice President - Client Service
Reports to: President and CEO

Position Summary: The Vice President of Client Service is responsible to cultivate and deliver exceptional patient and client service experiences that will differentiate Helix within the independent laboratory industry. Individual is self-driven, highly motivated with the ability to partner, execute, and lead through influence and example.

Job Specific Duties and Responsibilities:

- Provide strategic guidance, training, and leadership skills to inspire three supervisors of our client-facing departments and their teams to maximize potential
- Establish workflows to optimize service delivery while creating an exceptional client experience
- Refine and build scalable customer engagement practices and processes and identify opportunities to improve our service model and tools
- Serve as voice of the client by surveying and meeting with clients and reporting back to leadership, sales and lab teams
- Develop and deepen relationships with key stakeholders within our largest clients
- Manage and communicate expectations and internal changes affecting clients and services provided
- Foster team culture based on psychological safety and purpose to ensure collaboration, accountability and service excellence
- Act as Liaison between clients and internal team, actively coaching delivery in the best interest of both parties
- Ensure teams are delivering maximum value to our clients, driving long term customer retention
- Act as final escalation point for resolving difficult client issues and conflict between clients and team

Job Type:

Position requires weekly COVID testing, and while it is based out of our Waterford, Michigan office it will require this person to be in the field at client sites often, as necessary.

Position details:

- Full Time, Exempt
- Onsite position located in Waterford

What we offer:

- Competitive compensation commensurate with experience
- Benefits available on the first of the month following 30 days of employment:
 - Medical, dental, vision, life, LTD
 - Voluntary STD, HSA
- 401(k)
- PTO
- Holiday
- Helix Diagnostics offers an exciting opportunity for professional growth

Licenses/Certifications/Registrations: N/A

Qualifications:

- Bachelor's degree
- Management/Supervisor experience
- Preferred:
 - Phlebotomy certification

Who We Are:

Helix is a value-based, state-of-the-art clinical laboratory on a mission to elevate the lab space through compliance, high ethics, innovation and a best in class client experience. Helix incorporates the latest technology and methods to provide comprehensive diagnostics including toxicology testing, pathogen detection, blood testing and Pharmacogenomics (PGx) testing.

Expected Use and Disclosure of Protected Health Information:

Employees in this position are expected to have access to protected health information and other confidential business information from throughout the organization as is needed to fulfill their responsibilities in evaluating and reducing risk to the organization. No protected health information will be disclosed outside the organization unless specifically required by state or federal law.

*This document is intended to describe the general nature and level of work performed and the requirements of the position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities of personnel so classified; nor is it intended to limit the right of any leader to assign or direct employees under his/her direction.