

### **POSITION OVERVIEW**

Job Title: Client Relations Partner  
Business Title: Client Relations Partner  
Job Code: CLRELPTNR  
FLSA Status: Exempt  
Department: 669001 - RCM Performance Management  
Reports to: Lauren Wilborn (RCM Manager)  
Location: Remote  
Draft Date: 12/10/25  
Revision Date: 6/5/2026  
Approved By: Nell Dura  
Role: Individual Contributor

### **POSITION SUMMARY**

Radiology Partners is seeking a Client Relations Partner accountable for building and managing relationships with client billing teams, managing special projects for Revenue Cycle, and working closely with internal and external billing teams. Encourages communication in the workflow for continuous improvement. The position will focus on managing relationships with billing teams, reviewing metrics and implementing special projects for Revenue Cycle process improvement.

### **POSITION DUTIES AND RESPONSIBILITIES**

- Manage relationships with client billing contacts and serve as primary point of contact for questions
- Identify key trends and work with internal and external billing teams to resolve issues
- Accountable for reviewing key revenue cycle metrics and working with internal or external billing team to improve results
- Liaise between cross-functional teams- both within Radiology Partners and clients- to ensure optimal delivery of service and client satisfaction
- Collaborate with billing teams and track implementation of process improvement initiatives
- Lead the development and execution of special projects for the Revenue Cycle team
- Coordinate resolution of issues and concerns regarding claims processing and billing issues
- Maintains knowledge of and ensures compliance with state and federal laws, regulations for Medicare, Medicaid, managed care and other third party payers
- Manage multiple clients at once
- Works with clients to solve difficult payment problems including claims processing and billing issues across the revenue cycle as well as escalated patient complaints.
- Lead the planning and coordination of meetings
- Performs other duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Radiology Revenue Cycle and Billing experience is preferred
- Excellent inter-personal, verbal, and written communication skills

- Advanced computer skills and proficiency in MS Excel and PowerPoint required; intermediate skills in MS Word and Outlook required
- Demonstrated ability to successfully lead process improvement projects
- Excellent relationship building skills and aptitude for working collaboratively with cross-functional groups
- Strong communications skills; ability to listen attentively and to communicate information clearly and effectively
- Self-starter with high degree of drive, initiative, and follow through

**REQUIRED QUALIFICATIONS**

- B.A. or B.S. in Business Administration or related field from a four-year College or University preferred
- 5+ years of supervisory experience in revenue cycle in a fast paced, high volume environment or 2+ years of experience in an A/R consulting role
- Demonstrated knowledge of Healthcare reimbursement/collections, medical billing, CPT/ICD9/ICD10 coding, financial reporting and management, with a strong knowledge of the collections process

**Physical Activities**

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never       Occasionally       Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never       Occasionally       Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never       Occasionally       Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never       Occasionally       Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never       Occasionally       Constantly

Communicating with others to exchange information.

Never       Occasionally       Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never       Occasionally       Constantly

Operating machinery and/or power tools.

Never       Occasionally       Constantly

Operating motor vehicles or heavy equipment.

Never       Occasionally       Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never       Occasionally       Constantly

**Environmental Conditions**

Low temperatures.

Never       Occasionally       Constantly

High temperatures.

Never       Occasionally       Constantly

Outdoor elements such as precipitation and wind.

Never       Occasionally       Constantly

Noisy environments.

Never       Occasionally       Constantly

Hazardous conditions.

Never       Occasionally       Constantly

Poor ventilation.

Never       Occasionally       Constantly



Small and/or enclosed spaces.

Never       Occasionally       Constantly

No adverse environmental conditions expected.

Never       Occasionally       Constantly

### Physical Demands

Sedentary work that primarily involves sitting/standing.

Never       Occasionally       Constantly

Light work that includes moving objects up to 20 pounds.

Never       Occasionally       Constantly

Medium work that includes moving objects up to 50 pounds.

Never       Occasionally       Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never       Occasionally       Constantly

*Radiology Partners is an equal opportunity employer. RP is committed to being an inclusive, safe and welcoming environment where everyone has equal access and equitable resources to reach their full potential. We are united by our Mission to Transform Radiology and in turn have an important impact on the patients we serve and the healthcare system overall. We hold that diversity is a key source of strength from which we will build a practice culture that is inclusive for all. Our goal is to empower and engage the voice of every teammate to promote awareness, compassion and a healthy respect for differences.*

The salary range for this position is \$65,000-\$70,000. Final determinations may vary based on several factors including but not limited to education, work experience, certifications, geographic location, etc. This role is also eligible for an annual discretionary bonus. In addition to this range, Radiology Partners offers competitive total rewards packages, which include health & wellness coverage options, 401k benefits, and a broad range of other benefits such as family planning and telehealth (all benefits are subject to eligibility requirements).

**CCPA Notice:** When you submit a job application or resume, you are providing the Practice with the following categories of personal information that the Practice will use for the purpose of evaluating your candidacy for employment: (1) Personal Identifiers; and (2) Education and Employment History.

Radiology Partners participates in [E-verify](#).

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

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Support Teammate's Signature

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Date

