

MarshallKoll & ASSOCIATES

Marshall Koll & Associates, a search firm specializing in recruiting leaders for healthcare organizations, has been retained by a large not-for profit, hospital in the midwest to assist in the recruitment of an Director of Customer Service/Patient Experience.

Organization

- Has almost 400 beds, employs over 2,000 with net operating revenue in excess of \$350M, almost 500k outpatient visits and 400 physicians on staff.
- Is a national leader in CV as evidenced by being a Top 100 Cardiovascular Hospital; one of only 10 in the US to receive this award 9 times.
- Offers an array of healthcare services including a heart & stroke center; a diabetes center; oncology and neurosciences care and a network of 46 clinics and 180 providers.

The Position

- Reports to a Senior Vice President and will be responsible for transforming the patient experience and customer service for the organization.
- Will be responsible for creating programs and services to address all aspects of the patient/guest encounter.
- The ideal candidate will have extensive experience in customer service and enhancing the patient experience in a hospital or healthcare system.

The Location

- Is centrally located between two capital cities and is a dynamic and exciting place to live and work.
- Is recognized nationally as a superior community in which to live and was ranked 10th nationally in the *Rating Guide to Life in America's Small Cities*.
- Offers affordable housing and a competitive cost of living.
- Home to one university, a large community college and a public school system rated as one of the best in the state.
- In addition there are walking trails and other outdoor recreation opportunities including a large sporting lake, as well as museums, historical sites, and cultural attractions including a community theatre, children's theatre, museum and arts center.

An extremely competitive compensation/relocation package is available.

If you are aware of qualified individuals who may have an interest in learning more

about this opportunity, they may contact me directly at 866.744.2838; send a current resume to the address below or e-mail to amys@marshallkoll.com. All inquiries are confidential.

If emailing a CV or resume please save it as a word document in this format last name(dot)first name(dot)middle initial(dot)date (year(dot)month(dot)day). Example *Saiter.Amy.A.2009.11.29.doc* Emailing it in this format insures it is saved in the correct file.