

CLIENT CARE LIAISON

The Client Care Liaison will act as a liaison between Harmony clients, their families, partner facilities, and community resources. This person is organized and highly outgoing in the community. They will display Harmony values to our community and be responsible for converting new leads into qualified move-ins into partner facilities.

Client Care Liaison Job Responsibilities:

Primarily responsible for a client's progression through the pipeline from lead generation to move-in. They will also be responsible for new lead generation from community referral sources.

Client Care Liaison Job Duties:

- Maintains continuity of work operations by documenting and communicating needed actions to management; discovering irregularities; determining continuing needs.
- Accomplishes department and organization mission by completing related results as needed.
- Act as intermediary between Harmony clients, partner facilities, and community referral partners.
- Intake of Harmony leads and input of information into the Harmony CRM.
- Follow up with potential new leads and existing clients assigned.
- Consult with Clients and their families
- Build relationships and educate families on the options available to them in senior living.
- Guide families through the search process to find assisted living for their loved one
- Tour appropriate facilities, as approved by the Senior Advisor, with assigned clients
- Give feedback and address concerns of the family with the partner facilities
- Manage and update CRM with all pertinent information
- Available by phone on select nights and weekends and occasionally tour partner facilities on weekends
- Visit Harmony client's after they transition into assisted living
- Visit Doctor offices, rehab facilities, and hospitals to have necessary paperwork signed
- This position is responsible for supporting external marketing initiatives and helping drive growth in regard to new business generation.
- Participates in appropriate professional, community organizations, and outreach activities.

Client Care Liaison Skills and Qualifications:

Organizational Astuteness, Building Client Relationships, Supports Innovation and Technically Savvy, Knowledge of Community Resources, Marketing Experience in Healthcare Industry, Excellent Communication Skills