A healthcare company is looking for a Patient Access Manager to join their team onsite on a full-time basis in San Antonio, TX.  It will be 7 to 10 hour weekday shifts only.  The Patient Access Manager plays a critical role in leading front-end registration operations, supervising staff, optimizing patient experience, and driving key performance metrics. Reporting directly to the Director, this individual will ensure
seamless coordination between the registration team and the Shared Service Center (SSC), while managing KPIs, service quality, and operational performance.

If interested, please send your resume and contact information to teresa@innovativerecruitmentsolutiions.com

Must-have experience:
• 3+ years in a managerial-level Patient Access role in an acute care hospital
• Experience must be in a hospital with an Emergency Department (Urgent Care/Medical Centers not acceptable)
• Previous oversight of high-volume teams (50+ FTEs)
• Proven ability to manage registration, insurance verification, upfront collections, and complaint resolution
• Bachelor’s Degree in Business or related field
• Ability to track, manage, and report on 10+ KPIs consistently
• Candidates lacking acute care + ER experience in a similarly sized hospital will be rejected.

Preferred Qualifications:
• Background in multi-site or regional hospital systems
• Familiarity with AIDET communication standards and hospital financial operations
• Prior experience managing budget and FTE forecasting in a healthcare setting
• Strong background in patient complaint management and service recovery initiatives

Key Responsibilities:
• Lead a team of registration and front-desk staff, ensuring performance and productivity across shifts
• Maintain high standards for patient check-in, insurance verification, and cash collection procedures
• Manage queue times, wait time reduction, and QA compliance for all registration areas
• Serve as liaison with Shared Service Center and escalate unresolved issues appropriately
• Respond promptly to patient complaints and conduct service recovery efforts
• Deliver ongoing staff education and monthly in-service meetings
• Manage operational reporting, budgets, and FTE allocation
• Participate in on-call rotations as part of the leadership structure