

Account Relationship Manager

Classification: Exempt

Reports To: Director of Finance and Analytics

Company

MyHealth Access Network is a 501(c)(3) non-profit organization offering physicians and patients the most effective, cutting-edge technology available in health care information. Patient care is improved because providers and specialists have direct access to one another to collaborate on patient care. Providers are able to instantly access patient health information through a secure connection.

MyHealth and its stakeholders also recognize the need to coordinate care with many different agencies, catering not only to a person's physical health but to all the social determinants of a more healthful life. Our organization believes in the 5 rights of health information: Right patient, right provider, right information at the right time in the right setting. We believe in the individual right to privacy and security and we value a healthy community.

JOB DESCRIPTION

Manage assigned customer relationships within healthcare provider customer-base, including customer escalations

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide advocacy and support to current customers through management of user accounts, delivery of user training, and facilitation of troubleshooting problems as they arise.
2. Work closely with the MyHealth Analytics Team to understand all products and be able to be a resource for our clients as they use MYHAN toolset.
3. Work with others to positively affect patients/customers care and satisfaction.
4. Coordinate efforts with vendors, as required, representing MyHealth customer perspectives and priorities.
5. Maintain customer base and identify growth opportunities through business development and market analysis.
6. Represent MyHealth, its vision, and products with participating organizations and other critical stakeholders in the MyHealth organization.
7. Understand and maintain HIPAA compliance and maintain member confidentiality.

Competencies:

1. Professional written and spoken communications
2. Customer relationship management and inside sales skillset
3. Healthcare IT and/or healthcare performance measure subject matter expertise
4. Structured problem solving skills
5. Values collaboration; places high value on team-oriented approach
6. Organizational and time management (ability to prioritize customer demands and deliver outcomes)
7. Strong Emotional Intelligence

Supervisory Responsibility

None

Software

MS Office, project management, customer relations management (CRM), and health information technology.

Required Education and Experience

High-School diploma required. Bachelor's degree, or relevant health information technology experience preferred.

1. 2-3 years' experience leading projects in health care, software service delivery organization, either for-profit or non-profit, is preferred.
2. Experience organizing and facilitating meetings.
3. Experience managing milestones, sub tasks, and supporting documentation.
4. Experience with sales documents, training documents and report requirements.

Preferred Experience/Certification

1. Bachelor's Degree or equivalent work experience
2. Medical records, nursing, and/or health system background preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, paper binders and paper cutters.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is required to lift a maximum of 30 pounds.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 8:30 a.m. to 5 p.m. and must work 40 hours each week to maintain full-time status.

Travel Occasional travel may be required in support of customers, primarily local and statewide.

AAP/EEO Statement

MyHealth expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. The following are always expected:

- Comply with employee handbook
- Be prompt and on time
- Communicate clearly
- Treat others with respect
- Maintain confidentiality where appropriate
- Be honest and open with questions, concerns and feedback for others