

## Account Relationship Manager

Classification: Exempt

Reports To: Client Services Manager

### **Company**

MyHealth Access Network is a 501(c)(3) non-profit healthcare information exchange. MyHealth allows interoperability between the different electronic health records throughout our state. By allowing each healthcare facility to submit patient records to one central location MyHealth Access Network is able to present all of an individual's health records viewable in on location. Enabling for improved patient care, and a more efficient use of resources. MyHealth also uses this data to provide social need screening, track quality measures, provide alerting to the providers, and work with community organizations to improve social determinants of health.

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**

We are looking for someone who possesses the drive to win and the ability to build lasting relationships with our members. Big opportunities bring big challenges, and this position requires a very specific skill set. Understanding our brand, why we do what we do, how we are successful and the duty we have to provide products and services that serves our members responsibly will be key to succeeding in this position.

What Winning In This Role Looks Like:

1. Proactively prospecting, qualifying, closing and growing account list of NEW business
2. Stewarding and growing existing MyHealth business
3. Serve as the lead point of contact for all customer account management matters
4. Build and maintain strong, long-lasting client relationships
5. Ensure the timely and successful delivery of our solutions according to customer needs and objectives
6. Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
7. Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
8. Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
9. Collaborate with sales team to identify and grow opportunities
10. Assist with challenging client requests or issue escalations as needed

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

**Skills:**

1. Ability to develop and conduct high level conversations with decision makers at the executive and C-level
2. Aptitude to hear the word “no” as an opportunity
3. Loves talking to people and can quickly build rapport with clients
4. Values collaboration; places high value on team-oriented approach
5. Organizational and time management (ability to prioritize customer demands and deliver outcomes)
6. Willingness to be coached and to share ideas with the team

**Software**

Microsoft Outlook, Excel, and CRM (preferably Salesforce) experience is a must

**Required Education and Experience**

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

1. Successful experience in sales (B2B preferred)
2. 3+ years of sales experience
3. Proven track record of successfully closing NEW business while growing and renewing existing client base
4. Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
5. Healthcare IT and/or healthcare performance measure subject matter expertise

**Preferred Experience/Certification**

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

**Supervisory Responsibility**

None

**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, 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