



Account Manager Job Description

Company Overview

How would you like to join a growing company where your efforts will be pivotal to our success and where you will be part of transforming healthcare quality? Healthmonix enhances the quality and value of healthcare delivery for over 20,000 healthcare providers to support them in improving patient health and outcomes. Our cutting-edge platforms provide industry-leading SaaS-based value-based care solutions to measure and improve healthcare. We are delivering transformative products and services that impact the healthcare industry. The work we do makes a difference.

Our team is everything to us. At Healthmonix we care about how we work together as much as we care about building and delivering state-of-the art software for our customers. Your work and happiness matter to us, as the results of your work will matter to the thousands of medical professionals, hospitals, private practices, and medical education associations who rely on our platform across the country.

Job Description

As the dynamic space of healthcare analytics continues to evolve, we are seeking an experienced software Account Manager / System Analyst (AM) with a passion for healthcare.

The AM serves as the primary business contact for the client and is responsible for client satisfaction for our MIPS suite of products. He/she is expected to consistently provide excellent customer service to accounts, as well as represent client needs and goals within the organization to ensure quality. In addition, the AM will build relationships with existing clients to encourage new and repeat business opportunities.

THIS IS NOT A SALES OPPORTUNITY BUT THE OPPORTUNITY TO WORK WITH AN EXISTING ACCOUNT TO DEFINE THE CLIENT REQUIREMENTS and GROW THE ACCOUNT. You must know how to work with the clients to understand their requirements and define the software solutions that are needed to meet their business needs.

Duties and Responsibilities

- Communicates the client's goals and represent the client's interests to the team
- Provides regular two-way communication between the client and team, to provide strong team representation and set proper client expectations
- Works closely with the project team to maintain continuous knowledge of project status, in order to identify potential issues and/or opportunities within or related to the project

- Reports on progress to the wider team, providing regular input on all account activity, including status and call reports on a weekly basis
- Understanding of company capabilities and service, and effectively communicates all offerings to the client
- Responsible for all client communications, conflict resolution, and compliance on client deliverables and revenue
- Reviews all major deliverables to ensure client expectations are met
- Ensures that all processes and procedures are completed, quality standards are met, and that projects are profitable
- Ensures that client issues are dealt with in an efficient manner, informing Healthmonix management of any problems that may arise
- Aware and in pursuit of opportunities for account growth and new business, involving the Business Development, Sales or other support
- Approves Change Orders.
- Listens for new business opportunities with the client

Requirements Skills & Qualifications

- Minimum two years of proven account management skills required in order to create, maintain and enhance customer relationships
- Extremely detail oriented
- Technical competence (understand web application and software)
- Motivated, goal oriented, persistent and a skilled negotiator
- High level of initiative and work well in a team environment
- Excellent written and oral communication skills
- Handles stressful situations and deadline pressures well
- Works well within a team setting, effectively escalates and delegates as appropriate
- Plans and carries out responsibilities independently
- Undergraduate degree, MBA is a plus
 - Healthcare education, quality improvement experiences desirable

Job Type:

Full-time

Salary

\$55,000.00 - \$65,000.00 per year

Benefits:

- 401(k) matching
- Dental insurance
- Disability insurance

- Employee stock purchase plan
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance
- Work from home

Schedule:

- Monday to Friday

COVID-19 considerations:

Hybrid work with two days required in the office, Wednesdays required. Vaccination required or exemption required.

Ability to commute/relocate:

- Malvern, PA 19355: Reliably commute or planning to relocate before starting work (Required) **t job**

If you would like to express interest in our Account Manager role, please email your resume to hire@healthmonix.com.