



Executive 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 or web application Executive Account Manager (EAM) with a passion for healthcare.

This position's primary responsibilities involve the onboarding and relationship management of new ACO opportunities within our product APP Impact and MIPSpro. The EAM serves as the primary business contact for the client and is responsible for coordinating the technical implementation of our product, ensuring that clients successfully meet goals defined during onboarding, and growing the client relationship. The EAM 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 EAM will should build relationships with existing clients to encourage new and repeat business opportunities.

THIS IS NOT A SALES OPPORTUNITY BUT THE OPPORTUNITY TO WORK WITHIN AN EXISTING or NEW ACCOUNT TO DEFINE THE CLIENT REQUIREMENTS and GROW THE ACCOUNT. You must have experience working with clients to understand their requirements and defining the software and consulting solutions that are needed to meet their business needs.

Duties and Responsibilities

- Responsible for all client communications, conflict resolution, and compliance on client deliverables.
- Acts as the subject matter expert for MIPS reporting and for our web application.
- Acts as the project manager. Reviews all major deliverables to ensure client expectations are met. Has administrative oversight of project and project goals.
- Ensures that client issues are dealt with in an efficient manner, informing Healthmonix management of any problems that may arise.
- Approves Change Orders.
- Listens for new business opportunities with the client and promotes new offerings from our company.
- Works closely with data integration manager, product owner, and other technical resources to maintain a continuous knowledge of project status in order to identify potential issues and/or opportunities within or related to the project.
- Ensures that all processes and procedures are completed, quality standards are met, and that projects are profitable.
- Aware and in pursuit of opportunities for account growth and new business, involving Business Development, Sales or other support.
- 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.
- Understanding of company capabilities and service, and effectively communicates all offerings to the client.
- Reports on progress to the wider team, providing regular input on all account activity, including status and call reports on a weekly or biweekly basis.

Requirements Skills & Qualifications

- Proven account management skills required in order to create, maintain and enhance customer relationships
- Proven project management skills and experience.
- Extremely detail oriented
- Technical competence (understand software, web application, technical implication, familiarity with EHR systems and data)
- Motivated, goal oriented, persistent and a skilled negotiator
- High level of initiative and works well in a team environment
- Excellent written and oral communication skills
- Handles stressful situations and deadline pressures well
- Plans and carries out responsibilities with minimal direction
- Healthcare education, quality improvement experience desirable.
- Preferred: Prior experience with health systems, EHR/EMR, or large medical practices.
- Preferred: Five years of account management
- Preferred: Three years of experience with the Merit-based Incentive Payment System or the Centers for Medicare & Medicaid Services (CMS)

Job Type:

Full-time

Salary

\$80,000.00 - \$110,000.00 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) **job**

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