# Executive Account Manager Job Description

If you are an experienced software or web application account manager with a passion for healthcare, then read on.

This position's primary responsibilities involve the onboarding and relationship management of new ACO opportunities within our product APP Impact and MIPSpro. The Executive Account Manager 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 AM 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 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.

About Healthmonix: Our technology solutions provide innovative approaches to clinical data registries, healthcare learning systems, and patient engagement. We also offer all healthcare professionals in the US the ability to report quality metrics to Medicare through our CMS Qualified Registry. This is a program that directly impacts healthcare providers' reimbursements and is becoming essential to the entire provider population.

**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 the 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 represents 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:**

- 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.