



Center for Improving Value in Health Care (CIVHC) JOB DESCRIPTION

Position Title: Account Manager
Reports to: VP of Business Development
Job Classification: Exempt, Full time

CIVHC is a rapidly growing nonprofit healthcare information services organization. We are looking for an energetic self-starter who can create and maintain long-term client relationships. We are seeking an individual who has the ability to articulate CIVHC's Mission, Vision and APCD value to a diverse number of stakeholder groups that results in tangible change in the way health care is bought, delivered and paid for. You are successful at maintaining projects and timelines while maintaining strong positive relationships and getting each client the information they need in a timely manner. You are motivated by delivering on-time products and services while also being able to verbalize the value being derived from the solution delivered. You deliver world-class service, and as a strategic thinker, you are a key contact point for consulting and identifying client needs and know-how to bring solutions to them. Most importantly, you've got a game-changing attitude, and a problem-solver mentality to make health care better for everyone. You also thrive on collaborating with bright, motivated people across various roles within and outside of CIVHC. The position reports to the VP of Business Development.

Responsibilities:

- With direction from the VP of Business Development, work with Account Executives to maintain strong customer relationships with assigned accounts.
- Communicate with clients and internal teams to ensure data project expectations and deadlines are met.
- Support Account Executives in lead generation, account management, and advancing opportunities to drive revenue.
- Monitor and track incoming leads, entering new opportunities and contacts in Salesforce for assignment by the VP of Business Development
- Work in concert with Account Executives to complete the client qualifying checklist
- Assign each new application a project number and create a corresponding folder on CIVHC's project management server.
- Support Account Executives in their efforts to complete CO APCD data project applications, ensure the applications are accurate and free of errors. Track all project related documents and ensure they are up-to-date & accurate.
- Prepare and package client APCD data applications for the twice-a-week internal data analysts meetings and the monthly Data Release Review Committee (DRRC) in partnership with the Account Executives and VP of Compliance, Data & Delivery.
- Ensure quoted project costs are consistent with CIVHC's pricing model
- Ensure all project documents are complete, accurate, and signed before projects move into production
- Collaborate with CIVHC Account Executives and the CIVHC business office to ensure timely invoicing, reporting, and payment for client projects.
- Collaborate with CIVHC Analyst Project Manager, and CIVHC's data manager, to manage and prioritize data requests and product fulfillment.
- Ensure clients have received project deliverables.
- Report progress on all business development activity weekly to the VP of Business Development.

- Enhance the CO APCD Success Gallery on CIVHC's web site by tracking client data use cases and working in collaboration with CIVHC's Marketing and Communication team to post new information.
- Assist in proposal development and establishment of new business partners and annual subscriptions.
- Assist in outreach to all CIVHC target markets including making presentations, conducting webinars, and providing support for development of marketing materials.
- Manage and track the scholarship application process with guidance from the VP of Business Development. This includes timely communication with both the Colorado APCD Advisory Committee and with Colorado's Department of Health Care Policy and Financing.
- Create revenue tracking and forecasting reports in Salesforce with direction from the VP of Business Development, assist VP of Business Development with weekly pipeline reports and meetings.
- Assist VP of Business Development with monthly and quarterly KPI reporting.
- Manage CIVHC's Customer Service Survey process.

Requirements:

- Bachelor's degree
- Must be energetic, willing to learn, flexible, and driven to help the business development team hit their goals
- 2-3 years health care sales experience or strong sales internship experience
- Broad understanding of the trends in health care data and selling
- Basic finance knowledge and revenue models
- Attention to detail
- Process oriented
- Ability to work in a dynamic, fast paced environment
- Must be able to work independently and be self-motivated
- Must work collaboratively with the Account Executives and across all departments within CIVHC
- Ability to communicate and collaborate successfully across a diverse set of internal and external stakeholders.
- Microsoft Office applications experience a must
- Salesforce experience strongly preferred
- Positive attitude, team oriented

Preferred Qualifications:

- Knowledge of health care and/or information technology
- Practical knowledge of corporate accounting and/or budgeting
- Practical knowledge of customer relationship management tools (e.g., Salesforce)
- Strong understanding and experience with the sales cycle

Physical Requirements:

- Ability to work at a computer for extended periods.
- Ability to travel to and from meetings primarily in the Front Range, some overnight travel may be required.

CIVHC is an equal opportunity employer.

Limitations and Disclaimer:

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

Application Instructions:

Interested candidates may submit cover letters and resumes to careers@civhc.org. Please include the job title and your name in the email subject line. Applicants will not be contacted unless selected for an interview.