

## Account Manager



|              |                                     |
|--------------|-------------------------------------|
| Employer     | CAQH                                |
| Location     | Washington D.C.                     |
| Posted       | Oct 08, 2015                        |
| Closes       | Nov 12, 2015                        |
| Function     | Customer Service, Management        |
| Industry     | Healthcare, Technology and Software |
| Career Level | Experienced (Non-Manager)           |
| Hours        | Full Time                           |

CAQH, the leader in creating shared initiatives to streamline the business of healthcare administration, is seeking an experienced Account Manager to our join fast-paced, growing account management team. The Account Manager is responsible for developing and managing relationships with assigned CAQH accounts that result in the following:

1. Understanding the value proposition of CAQH services.
2. Maximized revenue from the CAQH services that accounts have purchased.
3. Expanded utilization of CAQH services to existing accounts.
4. Recognition and understanding of the CAQH mission and vision.

The position requires a demonstrated ability to develop and manage complex relationships, identify customer needs, develop and execute plans and effectively identify and communicate value propositions to multiple decision makers.

### RESPONSIBILITIES:

- Proactively build strong account staff relationships and manage assigned accounts to achieve CAQH revenue goals and up-sell appropriate CAQH services.
- Develop comprehensive understanding of CAQH, its services and how they benefit assigned accounts.
- Develop and execute account specific strategies that identify client needs and positions CAQH services to meet those needs.
- Identify and analyze any client dissatisfaction and develop recommendations on how to address and drive satisfaction.
- Help drive solution development efforts to address account needs and coordinate the involvement of all necessary CAQH personnel.
- Track account activities, identify and report trends, and incorporate findings into existing and future plans.
- Identify and assess market demands, changing trends, economic indicators, and competitor activities that can impact account goals and strategic objectives.
- Cultivate stakeholder and industry relationships to promote CAQH services and incorporate their feedback.
- Respond to all client inquiries in an informed, timely and professional manner; captures all necessary information to track each client's needs.
- Track and report client interactions using ACT! and Smartsheet ensuring that systems are synchronized and current.
- Learns and shows proficiency in the functions of CAQH ProView and Sanctions. Acts as a SME for assigned clients. Perform collection activities as required.
- Additional duties and responsibilities as may be required to accomplish organizational goals and objectives.

### SUPERVISORY RESPONSIBILITY:

- None.

#### SKILLS:

- Excellent writing and documentation skills.
- Outstanding attention to detail and good time management and organizational skills.
- Flexibility, reliability and follow-through skills necessary.
- Able to work well independently and demonstrate sound judgment.
- Excellent organizational, prioritization and time management skills.
- Exceptional interpersonal and telephone communication skills with the ability to effectively communicate with the client.
- Ability to listen actively, synthesize client or needs and then present CAQH product and solutions in a flexible and responsive manner.
- Ability to handle multiple tasks seamlessly without a drop in quality. Strong attention to detail and the ability to follow consistently to resolve concerns and ensure client satisfaction.
- Ability to experience negative results and yet retain and sustain focus, professionalism and enthusiasm for work and CAQH products over an extended period of time.
- Ability to interact, cooperate and work closely with all levels of internal and external colleagues.
- Ability to work independently and sustain high level of motivation and enthusiasm.
- Possesses a strong work ethic and desire to contribute individually, to the team, and to the organization.
- Intermediate to advanced skills with Microsoft Office, Word, Excel, PowerPoint and ACT!

#### EXPERIENCE:

- Five or more years of account management and/or sales experience in health insurance or health information technology companies is strongly preferred.
- Proven history of successful account management: promoting a product or service while developing and managing successful client relationships.

#### EDUCATION:

- B.A. or B.S. degree in Marketing, Communications, Healthcare Administration or a related field.

#### CERTIFICATION REQUIREMENTS:

- Miller Heiman Strategic/Conceptual Selling training a plus.

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