

**JOB TITLE:**

Account Manager

**DEPARTMENT:**

Client Services

**JOB SUMMARY:**

MedVentive is looking for an experienced healthcare professional to be a key, senior level member of our Client Services team. The Account Manager is responsible for the overall delivery of products and services to their assigned clients, and for their clients' satisfaction and success with MedVentive. Successful candidates will have excellent written and oral communication skills, strong technical and analytical abilities, and the ability to multi-task in order to manage multiple clients and projects.

**PRIMARY RESPONSIBILITIES:**

**1. Provide support to the MedVentive organization:**

- Manage the customer experience beginning with the kick off
- Provide dynamic technical presentations and demonstrations of the MedVentive application suite to our customers in order to engage them and increase their working knowledge of the products
- Provide expertise and understanding of the health care community and maximizing the use of MedVentive tools
- Function as an integral member of the team, supporting the implementation team, the customer service team and providing the overall coordination for each account
- Represent the client's perspective internally with product development area and serve as an advisor for the development of MedVentive products
- Act as a subject matter resource for clients on how our products work and can be utilized for maximum outcomes
- Coordinate account management functions with in the organization and provide subject matter expertise and oversight with other staff who have account management responsibilities
- Ability to diagnose, research, and resolve technical issues independently or as a cooperative member of a team.

**2. Manage customer relationships and communication**

**a. Manage the Customer communications:**

- Create and deliver regular progress reports to the client to maintain effective communication, collect feedback and address client concerns and issues
- Develop and maintain client profiles to assist MedVentive in understanding their clients
- Provide proactive communications to the clients about new features, products and other key news items

**b. Plan and manage the delivery of custom solutions:**

Work with the client to define initial business requirements for custom reports, custom intervention documents and e-forms, and other custom projects.

- Work with the MedVentive team to finalize and document the design of all custom functions requested by each client.
- Create custom project plans and schedules, working with the MedVentive team to assign and balance available resources.
- Create a Statement of Work (SOW).
- Obtain client sign-off on the SOW and the requirements documents.
- Manage the implementation and delivery process for custom projects as the primary contact for all questions – internal and external – about custom requirements, client expectations, schedules, deliverables and commitments.

**c. Support the MedVentive team:**

- Work closely with MedVentive Product Management to identify and analyze client needs that may drive modifications and enhancements to MedVentive products.
- Work closely with the MedVentive Sales team to uncover and develop opportunities for add-on sales of MedVentive products, custom projects and services.
- Work closely with the MedVentive Data Analysis team to assess issues with client data, define custom analysis projects and manage deliverables.
- Work closely with the MedVentive product development, ETL and Information Services teams to design, document and deliver products and services.

**d. Other responsibilities:**

- Client training
- Perform related and unrelated responsibilities, as needed

## **QUALIFICATIONS**

The ideal candidate will have the following:

- Five or more years experience working in healthcare, with experience in quality management and reporting, care coordination and/or working in a healthcare IT company highly desired. Ideal candidates will have extensive hands on experience working with healthcare related to reporting, physician claims data, quality metrics, and/or pharmacy data.
- Experienced and proficient with the creation and maintenance of project plans and delivery schedules.
- Experienced with the delivery and implementation of software applications in the healthcare industry, working directly with clients to assess and meet their needs.
- Solid understanding of healthcare claims data and the typical reporting needs in payer organizations.
- Clinical background preferred, understanding of the healthcare community (Providers and Health Plans) required.
- Proficient with Microsoft Word, Excel and Access.
- Ability to directly query and analyze data through either Microsoft Access or SQL.

- Self-starter, with the ability to efficiently design, manage, and work on multiple projects simultaneously, without extensive oversight and direction.
- Strong presentation and written communication skills.
- Strong customer service orientation, with the ability to communicate directly with clients in a professional manner.
- Demonstrated attention to detail.
- Proven ability to work as part of a team, with a positive approach.
- Able to travel as needed for prospect and client presentations and on-site meetings.

### **ADDITIONAL INFORMATION:**

Full-time (Monday-Friday) position includes a competitive compensation package and excellent benefits at our Waltham, MA headquarters.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.

The incumbent must be able to work in a fast-paced environment with demonstrated ability to juggle multiple, competing tasks and demands and seek supervisory assistance as appropriate.