



Position Description

Title: Account Manager

Reports to: Executive Director

FLSA Status: Exempt, Full Time

Supervisory Responsibility: N/A

Location: Remote (U.S.)

Starting Salary Range: \$72,600 – \$83,400 Depending on Experience

The account manager helps drive the success of the Carequality framework by serving as the primary point of contact between the organization and potential and existing customers. The account manager is responsible for building and maintaining strong relationships and providing excellent service to customers across the span of services provided by Carequality.

The Account Manager provides customer support to Carequality Implementers. The role is highly visible and customer-facing with the expectation that each customer is provided with the highest quality customer service and exceptional communication to ensure flawless execution during their application, onboarding, and support phases. The Account Manager also contributes to the development, improvement, and documentation of operational processes these organizations follow in the course of their participation in interoperable exchange.

This position requires a blend of excellent relationship management and communication skills, process, product, and technical knowledge, strong analytical skills, and an eager willingness to learn – especially as it relates to the ever-evolving policy & technical healthcare landscape.

ESSENTIAL FUNCTIONS:

- Manage the customer relationship throughout each phase of the Carequality Implementer lifecycle, operating with a high degree of responsiveness to ensure milestones remain on track.
- Respond to inquiries from and provide outreach to Implementers and other healthcare industry players relevant to interoperability work.
- Anticipate customer needs and operational issues and proactively coordinate with customers and a cross-functional internal team to address concerns.
- Maintain customer records in a CRM system (Salesforce) including maintaining an issue log, contacts, general inquiries and resolution.
- Identify, triage, and research matters raised to bring them to resolution, which may require coordinating complex issues among multiple stakeholders and often in consultation with the Executive Director and others.
- Coordinate with Subject Matter Experts (SME) to address policy or technical inquiries.



- Prepare and deliver detailed and accurate account status reports and account metrics and work proactively to resolve any issues impeding success.
- Facilitate communication with the accounting and legal teams to execute customer invoicing or address contracting questions.
- Represent the customers' interests in Implementer activities, issues, and communications.
- Assist in quality assurance of Implementer project management processes for onboarding and post-designation activities.
- Participate in Implementer Forums, meetings, and issue resolution as needed.
- With customer satisfaction in mind, assist with development, design, and improvement of internal processes with appropriate stakeholders (legal, policy, operational, executive).
- Support leadership and other staff contractors with marketing and communications efforts as needed.
- Assist with other assigned duties and technical projects as needed

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the health information technology industry. Moderate understanding of interoperability frameworks, healthcare workflow, data connectivity, interoperability principles & standards, and related exchange protocols with the ability to understand and communicate associated policies to the customer base.
- Excellent technical, management, and analytical skills with the ability to understand and articulate the organization's services and associated processes to customers and stakeholders.
- Exceptional customer service skills with proven ability to plan and work with customers through the implementation process, while keeping efforts on track with milestones.
- Proven ability to work against a plan, meet deadlines, and produce deliverables relative to target dates.
- Strong problem solving and critical thinking skills with ability to identify and mitigate issues from escalating and to identify creative solutions to avoid impeding implementation efforts.
- Strong written and verbal communication skills, with the ability to effectively present information.
- Ability to work independently and collaborate with cross-functional teams.
- Must be experienced and comfortable working in a fast-paced and evolving environment.
- Proficiency in Microsoft 365 Suite specifically but not limited to Outlook, SharePoint, Word, Excel, PowerPoint
- Proficiency with CRM systems such as Salesforce.

EDUCATION, TRAINING, AND EXPERIENCE:

- Bachelor's degree (or equivalent experience)
- 3-5 years of work experience in a client-focused role with increasing responsibility

PHYSICAL AND MENTAL REQUIREMENTS:



- Ability to work on a computer for extended periods of time.
- Ability to stand or sit for extended periods of time.
- Extended working hours and limited overnight travel (~4 trips annually) may be necessary.
- Occasional lifting of 15 to 20 lbs.

WORK AUTHORIZATION

Applicants must be currently authorized to work in the United States on a full-time basis. The Sequoia Project does not provide visa sponsorship or facilitate employment-based immigration processes (e.g., H-1B, OPT, CPT, or other work visas). Candidates must have valid work authorization that does not require employer sponsorship, either now or in the future.

EQUAL EMPLOYMENT OPPORTUNITY

"All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law (such as cancer), genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances."

Please submit resumes to HR@carequality.org