Account Manager, Major Accounts

The Major Account Manager is responsible for developing and managing relationships with assigned CAQH accounts that result in:

- Expanded utilization of CAQH Solutions.
- Maximized revenue from the CAQH Solutions accounts have purchased.
- Understanding the value proposition of purchased CAQH Solutions by key account decision makers.
- Recognition and understanding of the CAQH mission and vision by key account decision makers.

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 externally and internally.

Specific Responsibilities:
- Proactively manage assigned accounts to achieve CAQH revenue goals and up-sell appropriate CAQH Solutions.
- Develop comprehensive understanding of CAQH, its Solutions and how the Solutions impact and 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 resolve.
- Implement and manage new Solutions for assigned clients.
- Help drive Solution development efforts to address account needs and coordinate the involvement of all necessary CAQH personnel.
- Build strong, trusted and engaged account staff relationships.
- Track account activities; identifying and reporting trends and incorporating 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.
- Support clients’ use of CAQH Solutions by successfully implementing purchased Solutions.
- Track and report client interactions using ACT!, insuring that ACT! and CAQH calendar systems are synchronized and current.
- Perform collection activities as required.
- Additional duties and responsibilities as may be assigned/required to accomplish organizational goals and objectives.

Skills:
- Highly organized and efficient, with excellent follow-up skills.
- Strong interpersonal and oral communication skills required.
• Displays consistent professionalism and good judgment.
• Excellent writing and documentation skills.
• Strong knowledge of health insurance industry, and payer/provider interactions.
• Intermediate to advanced skills with Microsoft Office, Word, Excel, PowerPoint and ACT!
• Outstanding attention to detail and good time management and organizational skills.
• Self-starter who is able to work well independently.

Experience:
• 8+ years of account management and/or sales experience in a healthcare setting.
• Managed Key clients (national accounts or Fortune 500 companies).
• Proven history of successful account management: promoting a product or service while developing and managing successful client relationships.
• Conducted presentations and demos for Key clients.

Education:
• B.A. or B.S. degree in Marketing, Communications, Healthcare Administration or a related field.
• Masters degree a plus.

Equal Opportunity Employer

Interested candidates must apply online with resume, cover letter, and desired salary:

HR@CAQH.org