Position Posting

**Position:** Senior Manager – Business Development  
**Department:** Sales & Business Development

Position is responsible for maximizing organizational growth and revenue by identifying opportunities and offering and delivering consultative sales across multiple existing and new solutions to decision-makers at a variety of healthcare entities. Individual must be able to independently manage the full sales cycle from lead generation through contract closure and transition to Account Management. Must be able to use consultative sales techniques to generate interest and discuss how the client can use CAQH solutions in their current operations environment to lower costs. Must work closely with the Managing Director, Director of Sales, other Sales Managers and the Account Management team to ensure a seamless, positive and professional experience for clients. Interacts with and is an integral part of a team of professionals dedicated to the achievement of client satisfaction, revenue generation and long-term growth in line with CAQH vision and mission.

**RESPONSIBILITIES**

- Proactively identifies and qualifies new opportunities and venues to introduce CAQH services.
- Conducts a high volume of consultative sales interactions in person and via phone and webinar to identify, qualify and close prospects for all CAQH services. Market segments include payers, hospitals, government and other healthcare related organizations on a local, regional and national level.
- Learns and shows proficiency in the benefits of all CAQH products and may serve as the knowledge expert for solutions and operational processes. Must be able to conduct proficient presentations and demonstrations of CAQH solutions.
- Drives the full sales cycle from prospecting to deal closing. Utilizes creative lead generation, consultative sales techniques and appropriate appointment scheduling to achieve organizational growth goals. Continuously expands and updates network, contacts and prospects. May target current clients regarding new service offerings if appropriate. Identifies appropriate organizational contacts at targeted prospects and conducts outreach. Knows how to identify and reach decision-makers within targeted organizations.
- Responds in an informed, timely and professional manner to inquiries and captures necessary information to fully understand and meet prospects’ needs. Maintains accurate and detailed records of all sales and prospecting activities including sales calls, presentations, closed sales and follow-up activities utilizing ACT or other Customer Relations Management (CRM) software to maximize return on investment and time.
- Operates autonomously to manage the sales funnel and takes care of own work, including all necessary follow up either with internal CAQH staff, or with the external prospects. As appropriate, cross sells new services to existing clients.
- Educates prospects and clients on the advantages of CAQH Solutions. Understands and communicates the value proposition stressing the effectiveness and usefulness of CAQH Solutions. Promotes the benefits of services to clients in terms of client’s own success and results.
• Stays abreast of industry trends and maintains market knowledge.
• Works closely with the Director of Sales and other team members to develop goals and execute strategies.
• Understands and is driven to exceed quarterly and annual sales goals individually, and contributes proactively to the overall success of the team.
• Attends and assists with CAQH conferences, meetings and sales webinars.
• Recognizes opportunities for services enhancements through client and prospect feedback and communicates this input to Director of Sales.
• Tracks and assists Managing Director with non-standard contract negotiations to achieve a successful and timely conclusion. May negotiate contract terms as delegated by Director of Sales.
• Performs other duties as assigned or as needed.

KNOWLEDGE, SKILLS AND ABILITIES

• Exceptional interpersonal and telephone communication skills with the ability to sell, both new and existing services, at all decision-making levels.
• Ability to listen actively, synthesize client or prospect needs and then present CAQH product 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.
• Excellent organizational, prioritization and time management skills.
• 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.
• Persistent and unafraid of asking for the business and closing the sale.
• 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.
• Fully proficient with ACT or another CRM software as well as Microsoft Office, Word, Excel and PowerPoint.

EXPERIENCE

• Eight or more years of consultative sales experience, preferably in the healthcare and healthcare payer industry.
• Four or more years selling technology or technology-based solutions.
• Four or more years of client relationship management experience with a proven track record of client satisfaction and retention.

EDUCATION

• B.A. / B.S. degree in Business, Healthcare, Marketing or related field required.

TRAVEL

• Approximately 25%
WHO WE ARE

CAQH is a nonprofit alliance of health plans and trade associations committed to the development and implementation of actionable solutions to advance the business of healthcare. We are a recognized leader in helping to transform, modernize and streamline the nation’s healthcare system. Working collaboratively with payers, individual providers, hospitals, facilities, vendors and government entities, we have a proven track record of innovation including:

- The Universal Provider Datasource®, the industry standard for provider data collection and now used by more than one million providers to share information with nearly 800 health plans, hospitals and other related organizations nationwide;
- SanctionsTrack™ which eliminates the redundant processes employed by health plans, hospitals, and other managed care organizations to collect debarments and other disciplinary action information from over 500 state licensing boards, Office of Inspector General, and other reporting entities on all healthcare providers across the United States;
- EnrollHub™, an online tool to help providers enroll to receive electronic payments and remittance advices from multiple payers;
- COB Smart™, a registry of coverage information that helps insurers and providers correctly identify which members have benefits that should be coordinated in order for corresponding claims to be processed correctly the first time;
- The CAQH Committee on Operating Rules for Information Exchange®, or CAQH CORE, an unprecedented collaboration of more than 140 industry stakeholders working together to advance system interoperability, improve data consistency, reduce paperwork and support information transparency for consumers; and,
- US Healthcare Efficiency Index™, a national reference to track and measure the adoption of electronic medical transactions, including claims and payment.

CAQH initiatives help promote quality interactions between health plans, providers and other stakeholders; reduce costs and frustrations associated with healthcare administration; facilitate administrative healthcare information exchange; and encourage administrative and clinical data integration.

WHAT YOU GET

CAQH recognizes that its most important asset is its growing team of smart, creative, collaborative, forward-thinking and passionate professionals – and that a comprehensive employee benefits package is an important factor for them in choosing where to work. CAQH offers competitive compensation along with an extensive benefits package for all full-time employees, including medical, dental and vision coverage, tuition assistance and a 401k. Our location in downtown Washington, DC is metro-accessible, has an onsite fitness center and is centrally located to allow our team to take advantage of professional networking opportunities, cultural offerings and a thriving social scene.
Equal Opportunity Employer M/F/D/V

Interested candidates must apply online with resume, cover letter and references at:

HR@CAQH.org

Or mail to:

CAQH
ATTN: HR Department
1900 K Street NW, Suite 650
Washington, DC 20006