
CAQH Position Description

Position:	Account Manager	Reports To:	Director, Account Management
Department:	Account Management	Date:	July 2021

Position Summary:

The Account Manager is responsible for developing and managing relationships with assigned CAQH accounts.

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. The Account Manager reports to the Director, Account Management. **This is a full-time, exempt, remote position.**

Specific Responsibilities:

- Retain and build strong client relationships.
 - a. Respond to all client inquiries in an informed, timely and professional manner; captures all necessary information to track each client's needs.
 - b. Proactively build strong account staff relationships and manage assigned accounts to achieve CAQH revenue goals.
 - c. Track and report client interactions using Salesforce; ensuring that systems are current.
 - d. Track account activities, identify and report trends, and incorporate findings into existing and future client plans.
 - e. Cultivate stakeholder and industry relationships to promote CAQH services and incorporate their feedback.
 - f. Develop and execute account specific strategies that identify client needs and positions CAQH services to meet those needs.
 - g. Identify and analyze any client dissatisfaction and develop recommendations on how to address.
 - h. Help drive solution development efforts to address account needs and coordinate the involvement of all necessary CAQH personnel.
- Develop comprehensive understanding of CAQH, its services and how they benefit assigned accounts.
- Identify sale opportunities (leads) for Business Development.
- Understand assigned book of business.
 - a. Identify, assess, and share market demands, changing trends, economic indicators, and competitor activities that can impact account goals and strategic objectives with senior management.
 - b. Act as internal 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:

- Team player that can interact, cooperate and work closely with all levels of internal and external colleagues.
- Strong interpersonal skills.

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- Excellent writing and documentation skills.
 - Outstanding attention to detail and good time management and organizational skills.
 - Flexibility, reliability and follow-through skills necessary.
 - 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.
 - Ability to work independently, demonstrate sound judgement 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 Salesforce.

Experience:

- Three 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:

None.

WHO WE ARE

Named one of the “Best Places to Work” by Modern Healthcare for five consecutive years, CAQH has helped nearly 1,000 health plans, 1.6 million providers, government entities and vendors connect, exchange information and operate more efficiently. CAQH technology-enabled solutions and its Committee on Operating Rules for Information Exchange (CORE) bring the healthcare industry together to make sharing business information more automated, predictable and consistent. CAQH Explorations researches opportunities to reduce the burden of manual processes in healthcare administration.

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. We offer full-time remote work to all staff from any location and maintain a physical office (with many amenities) in downtown Washington, DC.

CAQH is an equal opportunity employer. It is our policy to recruit, hire, train, and promote individuals, as well as administer any and all personnel actions, without regard to race, color, religion, sex, national origin or ancestry, age, marital status, disability, protected veteran status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political

affiliation, genetic information, source of income, place of residence, or any other characteristic protected by law. CAQH will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

Applicants have rights under the [Family Medical Leave Act \(FMLA\)](#), [Equal Employment Opportunity \(EEO\)](#), and the [Employee Polygraph Protection Act \(EPPA\)](#). If you are interested in applying for employment with CAQH and need an accommodation to apply for a posted position, contact CAQH Human Resources at 202-517-0436.