

VP – Account Management

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| Job Code: | | | |
| Department: | Account Management | Business Unit: | Account Management |
| Reports To: | Chief Growth Officer | Positions Supervised: | AEs and AMs |

POSITION SUMMARY

The VP Account Management is responsible for Healthmap’s client management function. In this capacity, the role is accountable for leading successful business/relationship management for all Healthmap Health Plan clients including expansion of services within each client. The VP Account Management will have direct leadership responsibility for identifying key clients and leading the account executive team. The role is responsible for the oversight of client contract management, delivery of services to meet Client expectations and contract requirements, management of Client product/service delivery, network performance and management, Joint Operating Committee/Quarterly Business Review, and profit & loss for all budgetary goals. Primary lead and accountability for client retention, contract renewal, client satisfaction, business strategy goals/objectives for each client and for successful up-sell to meet annual targets.

PRIMARY RESPONSIBILITIES

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| 1. | Proactively develops effective relationships and executive contacts with client base in addition to maintaining day-to-day interaction with Healthmap Solution’s main point of contact(s). Is aware of and has a complete understanding of all key decisions makers within the payor organization. Develops executive level relationships with strategic functions within each client to understand and react to each client’s strategic needs. |
| 2. | Manages and mentors’ Account Management team to ensure renewal strategies, relationship development and client management is efficient and optimal. |
| 3. | Partners with all internal stakeholders to meet client goals and objectives. |
| 4. | Understands Healthmap Solution’s business/operational decisions, predicts impact on client, educates other functional areas within the company, and communicates changes/updates to the client. |
| 5. | Maintains focus on on-going skill development and mentoring within the department. |
| 6. | Participates in setting strategic direction for the department and methods for achieving departmental objectives. |
| 7. | Manages and supports direct reports in maintaining client relationships and providing effective representation of Healthmap Solutions. |
| 8. | Participates and provides input into the RFP process for Sales support and/or existing client upsell. |
| 9. | Influence Healthmap Solutions business strategy, product development and operational change management to align with industry/client needs – represent the “voice of the client”. |
| 10. | Responsible to perform other duties as required or assigned. |



ATTRIBUTES / QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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| 1. | Relationship Building/Management, Sales/Marketing, Financial Management, Training and Development and Operations Management. |
| 2. | Demonstrated track record of highly successful account management leadership and performance in health service offerings to health plans |
| 3. | Possess excellent communication (verbal/written), organizational and interpersonal skills. |
| 4. | Manage multiple tasks, be detail oriented, be responsive, and demonstrate independent thought and critical thinking. |
| 5. | Must be able to successfully work from home where appropriate and needed. |

CORE REQUIREMENTS

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| 1. | Abides by and demonstrates the company Mission – Vision – Values through both behavior and job performance on a day-to-day basis. |
| 2. | Convey a strong professional image, exhibit interest and positive attitude toward all assigned work. |
| 3. | Adheres to and participates in Company’s mandatory HIPAA privacy program / practices and Business Ethics and Compliance programs / practices. |
| 4. | Reviews and adheres to all Company policies and procedures and the Employee Handbook. |

REQUIRED EDUCATION / EXPERIENCE

BA/BS Health or Business-related field with 10+ years’ experience with progressive responsibility in a direct account management leadership role with people management experience. Direct Health Plan experience is required. Master’s degree preferred.

TRAVEL REQUIRED

UP TO 50%

