



**HEALTH CENTER
PARTNERS**
of Southern California

A Family of Companies



JOB DESCRIPTION

JOB TITLE:	Account Manager	COMPANY:	CNECT 100%
REPORTS TO:	Member Services Manager		
DIRECT REPORTS:	N/A		
STATUS:	Non-Exempt	Full-Time	WORK COMP CLASS: 8810
OUTSIDE TRAVEL:	0%	SECURITY LEVEL:	WORK CONDITIONS: Office Environment
		M-F, 7-7	

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified at any time, with or without advance notice, to meet the needs of the organization.

JOB SUMMARY

This position is responsible for the retention and revenue growth of existing CNECT membership. The Account Manager creates revenue-generating opportunities from referrals and inquiries from existing members and supplier partners. The Account Manager onboards every new customer, navigating complex contract connections, and upselling for greater return. The Account Manager proactively engages their member base to ensure satisfaction, and identify new product opportunities. This position works in conjunction with sales, operations, and supplier partners to identify, sell to, and grow CNECT revenue.

ESSENTIAL JOB FUNCTIONS

- Onboard new members: qualifying for multiple products, collecting proper forms, and routing appropriately.
 - Proactively engage assigned members seeking additional product opportunity.
 - Service and maintain key referral pipelines.
 - Engage with supplier partners to ensure satisfaction for them and their accounts with CNECT.
 - Be territory expert on operational tasks to effectively link contracts.
- Field inbound member requests from emails, phone calls, marketing initiatives, and website inquiries
- Accurately utilize the CRM for tracking sales opportunities and business interactions

Account Manger
Updated: December 2020

- Other duties, as assigned

EXPERIENCE/QUALIFICATIONS

Skills

- Strong analytical skills, and the ability to make sound decisions in a dynamic and often ambiguous environment, are required.
- Ability to prioritize multiple projects, meeting expected deliverable dates.
- Ability to effectively engage customers and prospects via phone, and as needed, email.
- Ability to engage and present value to multiple levels of management within an organization.
- Strong business acumen, excellent analytical and organizational skills, and sound methods for evaluating the urgency of projects with the ability to make decisions in a dynamic environment.
- Candidate must be an exceptional team player, detail-oriented and be dedicated to customer satisfaction.
- Working knowledge of relevant Windows based software packages and computer systems is required.
- Must possess strong oral, written and presentation communication skills, as well as an ability to manage multiple projects and programs concurrently.
- Knowledge of the healthcare industry is preferred.

Experience

- 2-3 years of related customer service or sales support experience preferred.

Education/Certifications/Licenses

- Bachelor's degree preferred

PHYSICAL REQUIREMENTS

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.
- Use of a computer and mouse, fine manipulation

HIPAA/COMPLIANCE

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.
- Upon hire and annually attend HCP's HIPAA training and sign HCP's Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment

- Upon hire and annually read and acknowledge understanding of HCP's HIPAA Security Policies and Procedures
- Adhere to HCP's HIPAA Security Policies and Procedures and report all security incidents to HCP's Privacy & Security Officer

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners of Southern California.

Signature

Date

Employee Name (please print)