



Account Manager

Location:	South Bend, IN	FLSA Status:	Full-Time (Exempt)
Department:	Sales	Education Level:	Bachelor's or equivalent
Reports To:	VP, Business Development	Revision Date:	January 3, 2017

Company Description:

Harmony Healthcare IT provides technology solutions for healthcare organizations by safeguarding protected clinical information, increasing productivity and maximizing cash flow. We specialize solely in healthcare technology – driving accessibility, security, efficiency and quality for our customers who rely on accurate clinical data to provide care for their patients. We are best known for our excellence in data extraction, migration and retention of healthcare records ensuring system reliability and data integrity 24/7. We are growing and seek to add key members to our team to help continue our mission of helping the healthcare system work better for everyone.

Position Summary:

The **Account Manager** reports to the Vice President of Business Development and is responsible for building and maintaining healthy customer relationships with our health system customers. The position has a dual focus on ensuring long-term customer satisfaction while also driving new business from existing health system customers with an emphasis on long-term growth. The account manager is responsible for meeting an annual sales quota.

Primary Responsibilities:

- Takes accountability and ownership for overall satisfaction of enterprise accounts.
- Understands the buying cycle and process for each assigned account.
- Strives to develop deep understanding and knowledge of customer accounts and knows which data systems their accounts are running as well as the overall decommissioning strategy for any systems they are no longer using.
- Provides onsite/remote services to catalog decommissioned systems along with timeframe, current maintenance dollars, and any budget that may be allocated.
- Meets with all customer accounts at least once per month, either via phone or in-person, to ensure satisfaction and continue to discover new opportunities.
- Participates in at least one internal project planning meeting each week to understand projects' status and gather customer and internal team feedback that may impact customer satisfaction.
- Attends weekly meeting with each Project Manager (PM) to review details of projects for customer(s) & provide input for Program Status Report which continues to be maintained and delivered by PM. Reviews Program Status Report and provides feedback on changes and approves. Takes ownership for knowing rough deadlines/drop dead dates for each project.
- Owns overall customer satisfaction and has the responsibility to ensure projects are in alignment with customer expectations.
- Develops an annual communication plan for each account.
- Strives to stay up-to-date with product enhancements and stays knowledgeable of the operations team and skills associated with each.
- Develops territory plans to generate sufficient sales volume to support sales pipeline and sales production to meet annual quota.

Required Qualifications:

- 3-5 years Sales and/or Account Management experience managing a book of business (multiple customer accounts).
- Basic understanding of project methodology.
- Strong presentation skills and phone presence.
- Fundamental understanding of health care industry, including processes and general business principles.
- Basic knowledge of MS Office products, including PowerPoint. Experience with GoToMeeting or other on-line meeting platform.

Soft Skills:

- Excellent communication skills both written and spoken.
- Strong empathetic listener.
- Technically curious. Able to pick up technology quickly.
- Highly motivated, driven, self-starter. High sense of urgency and time management skills.
- Team player with team leadership experience.
- Creative problem-solver.