

**Ohio Health Information Partnership
CliniSync Account Manager
Job Description**

Job Title: CliniSync Account Manager
Prepared Date: March 2018

Summary:

The primary focus of the Account Manager position is to manage the relationships with the Ohio Health Information Partnership's (The Partnership) clients. These clients consist of health systems, and the hospitals that comprise them, and independent labs.

The CliniSync Account Manager must be a professional, highly organized self-starter with excellent interpersonal skills. The Account Manager is responsible for maintaining and growing positive relationships with current CliniSync clients. The Account Manager will conduct regular touchpoint calls, produce ROI reports, discuss potential new products offerings and make occasional on-site visits, all in the spirits of ensuring positive and productive client relationships.

Technical resources, community outreach personnel, and support personnel are available to collaborate with the Account Manager however, the Account Manager will be trained to understand and communicate the operation of CliniSync's solutions.

Essential Duties and Responsibilities:

- Manage relationships with Health Systems, including monitoring and managing contract renewals and technology upgrades.
- Post-Production client support
 - Notify, and assist client with provider listing and compendium requirements
- Conduct regular HIE Touch Point status calls on a monthly/quarterly basis:
 - Complete and email touch point recaps following each call
 - Update CRM database with any necessary changes
- Prepare and email monthly ROI reports
- Contract management, including but not limited to:
 - Name changes due to acquisitions
 - Contract addendums due to consolidations
 - Contract addendums due to owned practice additions/deletions
- Search for and follow-up on new potential clients.
- On-site client meetings with C-level leadership.
- Coordinate all CliniSync solutions the participant selects; acts as a conduit between the CliniSync technical team and the practice
- Carry out onboarding of non-integrated projects, such as onboarding for web based solutions
- Assist clients in using the CliniSync support portal
- Support projects by identifying inefficiencies and recommending solutions

- Communicate regularly with Communications Director regarding feedback on marketing materials
- Collaborate with the Security Officer and/or legal counsel as needed to affirm clients are utilizing systems within our policies
- Build and maintain good relationships with clients to maximize the value of those relationships.
- Identify key stakeholders to establish and foster relationships.
- Participate in one-on-one meetings with clients to explain services in an effort to guide their choices.
- Understand the problems and challenges of clients and identify ways the business could better address those needs.
- Grow the business by identifying new sales and business development opportunities.
- Seek opportunities to cross-sell or upsell to existing clients.
- Monitor and assess activities of our competitors to proactively satisfy and retain our clients.
- Resolve any customer complaints in a prompt and professional manner.
- Perform other duties or special projects as requested

Education and/or Experience:

Degree from an accredited college or university and a minimum 3 years related experience in the healthcare field.

Language Skills:

Ability to read, analyze, and interpret general business documents and governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from business partners, board members, healthcare provider practices, IT consultants and the general public.

Reasoning Ability:

Ability to define problems, collect data, establish facts, draw valid conclusions and propose solutions.

Computer Skills:

To perform this job successfully, the individual should possess proficient skills in the following:

- Microsoft Office software (Outlook, Power Point, Word, Excel, Access)
- General understanding or knowledge of CRMs.

Other Skills and Abilities:

- Strong team player with the ability to work independently
- Ability to demonstrate skills in analysis, organization, prioritization, leadership, project management, and communication methods utilizing tools and techniques associated with products such as Outlook, Word, Excel, PowerPoint, Project, etc
- Demonstrate ease in exercising professional poise, initiative, good judgment, good problem solving, change management and decision making

- Ability to build, foster, and maintain positive professional relationships.
- Devotion to high-quality customer service.
- Excellent interpersonal communication skills.
- Keen analytical and research abilities.
- Knowledge of relationship management best practices.
- Problem solving and conflict resolution capabilities.
- Willingness to develop an in-depth understanding of the business and related services.
- Ability to work well with people from many different disciplines with varying degrees of technical and healthcare expertise
- Strong written and verbal communication skills
- Knowledge of healthcare environment, with the focus on Ohio
- Ability to collaborate with a broad project team and respond to time-sensitive situations
- Self-motivated, self-starter, independent worker
- Ability to travel for day trips within Ohio
- Possess strong organizational skills and be detail oriented
- Ability to work cooperatively with others (peers, managers and senior management)
- Flexibility and adaptability in handling changing priorities under tight deadlines