**Job Title: Account Manager - Healthcare Software**

**Location:** Malvern, PA (Hybrid)

**Company:** Healthmonix

**About Healthmonix**

Founded in 2007, Healthmonix is rooted in quality metric development, performance improvement, and driving outcomes for health systems. Located right outside of Philadelphia and serving clients throughout the country, Healthmonix enhances the quality and value of healthcare delivery to improve patient health and outcomes. Our cutting-edge platforms provide industry-leading SaaS value-based care solutions to measure and improve healthcare. We deliver transformative products and services that impact the healthcare industry. The work we do makes a difference.

Our team is everything to us. At Healthmonix we care about how we work together as much as we care about building and delivering state-of-the art software for our customers. Your work and happiness matter to us, as the results of your work will matter to the thousands of medical professionals, hospitals, private practices, and medical education associations who rely on our platform across the country.

We are seeking a motivated and detail-oriented Account Manager to join our team and serve as the primary point of contact for our valued clients in the healthcare sector.

**Job Description:** We are looking for a passionate and proactive Account Manager who is eager to learn and become a subject matter expert in healthcare reporting. This role involves daily client interaction, ensuring their satisfaction, managing relationships, and driving the effective use of our software solutions. The ideal candidate will be comfortable with technology, skilled in communication, and adept at managing multiple client needs with a focus on getting details correct and client success.

**Job Responsibilities**

* **Client relationship management:** Serve as the primary contact for assigned clients, maintaining strong relationships and ensuring their satisfaction with Healthmonix’s software solutions.
* **Subject matter expertise:** Gain in-depth knowledge of healthcare reporting and our software solutions. Receive training to become a subject matter expert in MIPS and effectively support clients in utilizing our products.
* **Client support and communication:** Address client inquiries, provide guidance, and resolve issues. Communicate effectively both verbally and in writing, maintaining a professional demeanor. Display an ability to communicate both with clients and the internal Healthmonix team.
* **Renewals, cross-selling and upselling:** Identify opportunities for cross-selling additional products or services to enhance the value clients receive from our solutions. Renew clients annually.
* **Client engagement:** Regularly engage with clients to understand their needs, gather feedback, and offer solutions that drive their success. Conduct periodic reviews and ensure clients’ needs are consistently met.
* **Travel and events:** Your work may involve occasional travel to visit major clients or attend industry conferences to strengthen relationships and represent Healthmonix. Travel happens less than 10% of time.
* **Professional communication:** You should be comfortable communicating with high-level executives within existing client organizations. Be the face of Healthmonix, demonstrating professionalism and expertise in all interactions.

**Attributes of a successful candidate**

Successful candidates will be comfortable working in a face-paced environment and communicating with different types of people throughout the workday. You must be a problem solver who is eager to learn new things and pays high attention to detail. You must be able to listen, ask good questions, take control of a conversation, and have thick skin. You must be reliable and have a strong sense of responsibility and follow through with the ability to meet deadlines. A successful candidate will be able to take the initiative, be proactive, and can anticipate the needs of their clients.

**Qualifications and Experience:**

* Bachelor’s degree
* 2+ years of experience in account management, preferably in the healthcare or software industry.
* MIPS experience is a plus but not required.
* Strong written and verbal communication skills.
* Proficient with technology such as Outlook, Word, and Excel.

**What We Offer:**

* Base pay plus incentives
* 401(k) and company match
* Phantom stock
* Medical, dental, and vision insurance
* PTO

**How to Apply:** If you are a motivated and detail-oriented professional with a passion for client success and a willingness to learn, we invite you to apply. Please submit your resume and a cover letter detailing your experience and qualifications to ***careers@healthmonix.com***

Healthmonix is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees