

Job Description

JOB TITLE: Account Manager

GENERAL SUMMARY OF DUTIES: The Account manager has responsibility for managing each client's successful use of the MPV products. As the primary contact for the client, the Account Manager will work closely with all MPV departments and staff to ensure the highest level of client satisfaction and MPV product success. Moderate to extensive travel to client locations on a regular basis is necessary.

SUPERVISION RECEIVED: Reports to Manager, Client Success.

LOCATION: Open.

ESSENTIAL FUNCTIONS:

- Acts as the client's primary liaison with MPV after the sales and initial implementation process are completed.
- In cooperation with the Sales Executives, coordinates and attends site visits to existing and potential MPV clients.
- Reviews and understands the client's contract and MPV responsibilities within each contract.
- Understand and tracks the performance goals for each client and meets with each to review their current status on a regular basis. Presents MPV Practice Performance Reviews to each client.
- Presents MPV Contract Management Utilization Report throughout the client life cycle.
- Assists the designated salesperson with background information and recommendations for contract renewals.
- Manages the resolution and documentation of client issues.
- Solicits and manages client feedback and communicates client requests throughout MPV.
- Understands and presents new product updates and modules to clients.
- Delivers communication to clients on new releases and updates.
- Maintains customer database to include: demographics, utilization, satisfaction level, key contacts, and benchmarking goals.
- Identifies new client revenue opportunities (new contracts, contract changes, additional training needs, etc.).
- Coordinates and leads user group conferences.

EDUCATION: Bachelors degree or greater in related field, or equivalent education and experience.

EXPERIENCE:

- Minimum 5 years experience in healthcare.
- Minimum 3 years experience working directly with clients or end users.

SKILLS:

- Strong interpersonal and communication skills, making presentations to an internal audience and interacting positively with the senior level of the client's management team.
- Independent problem solving and self-direction are critical.
- Comfortable with managing resources toward a specific goal.
- Understanding and experience with workflow and business process analysis in a large physician organization.
- Works well in a team oriented structure to achieve goals.
- Knowledge of the reimbursement process within a health care setting.

ABILITIES:

- Ability to work effectively with other departments and management.
- Ability to train in small groups or on a one-to-one basis.
- Ability to learn, understand and use the MPV Contract Management application.

PHYSICAL/MENTAL DEMANDS: Requires sitting and standing associated with a normal office work environment.

COMPENSATION/BENEFITS:

A competitive compensation package will be provided. Benefits include a comprehensive medical and dental plan, STD/LTD, life insurance, cafeteria plan, a 401(k), stock options and PTO policy.

PROCEDURES FOR CANDIDACY:

Please send resumes or nominations to:

Allison Cayce

Vice President, Human Resources

recruiting@mpv.com

512.795.9529 – fax