

Job Description – Account Executive

Job Purpose and Scope: The Carefx Account Executive will manage moderate to complex scope of services for an assigned group of customers by acting as a domain expert and coordinate with other Carefx groups to assist the customer in their purchase, implementation, use and support of Carefx solutions. The Account Executive will ensure the highest level of customer satisfaction by understanding and identifying the customer's needs, building and maintaining strong working relationships and managing the account effectively. This role is designed for customer-facing professionals who have a broad skill set, who are highly self-managing, and who are credible in discussing strategic business issues with executives.

Job Duties and Responsibilities:

- I. Manage assigned group of customer accounts.
 - A. Develop and maintain relationships at the executive level. Understand customer needs, gathering a set of vital information such as product needs, service/product complaints, and market trends.
 - B. Ensure customers are the using their Carefx solutions optimally.
 - C. Develop and maintain superior customer reference sites.
 - D. Schedule and conduct customer site visits.
 - E. Identify Case Study opportunities.

- II. Provide support to ensure customer satisfaction for all customers accounts.
 - A. Engage and communicate effectively with executive level contacts.
 - B. Assist in maintaining high level of customer satisfaction at customer sites implementing or utilizing Carefx software.
 - C. Identify and develop strategies to “turn around” non-optimal customers.

- III. Ensure the business metrics are met or exceeded annually.
 - A. Responsible for achieving add on sales objectives.
 1. Introduce customers to new products, services, and toolsets.
 2. Identify and manage additional sales opportunities within the customer base
 3. Manage annual customer contract renewals.
 - B. Manage and assist in meeting revenue objectives.
 1. Seek and identify revenue opportunities.
 2. Ensure projects are managed within scope and within budget by meeting or accelerating activation dates.
 3. Track and report revenue trends and forecasts revenue attainment.
 - C. Manage and assist in meeting Accounts Receivable objectives.
 1. Ensure accurate and timely customer billings.
 2. Approve all adjustments or credits to revenue or receivables.
 3. Resolve all A/R disputes.



Knowledge, Skills and Abilities:

- Excellent written and verbal skills.
- Ability to establish, build, and maintain strong relationships.
- Engage and communicate effectively with executive level contacts.
- Knowledge of healthcare organizations and how they operate.
- Excellent project management skills.
- Knowledge of the Carefx standard and other implementation methodologies.
- Knowledge in Carefx billing procedures and policies. Thorough understanding of revenue management.
- Ability to motivate and manage professional implementation personnel.
- Results and goal orientated. Ability to prioritize business issues and recommend and/or implement solutions. Focus on quality, business metrics, continuous improvement, and customer satisfaction.
- Ability to manage multiple projects and staff concurrently.

Travel:

Up to 75% travel

Education and Knowledge:

Bachelor's degree or higher in related field

3+ years of account management or combined sales and customer support experience.