



## Center for Improving Value in Health Care (CIVHC) JOB DESCRIPTION

<b>Position Title:</b>	<b>Account Manager</b>
<b>Reports To:</b>	VP, Client Solutions & State Initiatives
<b>Job Classification:</b>	Exempt, Full-time
<b>Salary Range:</b>	\$60,000 - \$75,000 base salary, the position is eligible for CIVHC's incentive compensation plan

### **About CIVHC**

Center for Improving Value in Health Care (CIVHC) is an objective, not-for-profit organization. Through services, health data, and analytics, we partner with Change Agents to drive towards the Triple Aim for all Coloradans. We believe that together we can alter the trajectory of health care and we are privileged to serve those striving toward a better health system for us all. We strive to empower individuals, communities, and organizations through collaborative support services and health care information to advance the Triple Aim of better health, better care, and lower costs.

We are committed to working toward diversifying our staff, board, and committees, creating a culture of diversity and inclusivity with an intention to understand all viewpoints and reduce biases. We encourage individuals from all backgrounds to apply for open positions.

### **Overview**

The Account Manager is a critical member of CIVHC's Client Solutions and State Initiatives (CSSI) team and reports directly to the Vice President of CSSI. The position is focused on maintaining and growing relationships with partners and Change Agents using data from the Colorado All Payer Claims Database (CO APCD). This includes, but is not limited to: health systems; hospitals; insurance companies; academic researchers and employers.

The position manages the data request and application process for Change Agents interested in data from the CO APCD which CIVHC administers on behalf of the State of Colorado. The position works collaboratively with members of CIVHC's CSSI team to understand data requestor needs, and coordinates efforts with CIVHC's data operations team to ensure timely and accurate project deliverables which include data sets, data reports, and analytics.

The Account Manager performs and oversees many tasks, including: generating final costs for data projects; producing data request documents; entering project request information into CIVHC's Customer Relationship Management (CRM) tool which is Salesforce; utilizing Salesforce to run business intelligence reports; co-managing the weekly data licensing and production meeting; and collaborating with our data vendor to deliver data sets and other projects to CIVHC's partners. The position also communicates with the Colorado Department of Health Care Policy and Financing (HCPF) regarding requests for CO APCD Scholarship funding which can help cover a portion of the licensing fee for certain data requestors.

**Responsibilities:**

- Manage communication with clients and internal teams to ensure data project expectations and deadlines are met, maintain strong customer relationships and provide an excellent client experience.
- Support CIVHC's CSSI team in their lead generation, account management & data licensing efforts
- Monitor and track incoming leads, entering new opportunities and contacts into Salesforce
- Prepare data request applications for the twice-a-week internal Data Analyst meetings and the monthly Data Release Review Committee (DRRC) in collaboration with the Health Data Solution Consultants, Key Account Managers, Compliance, and Data Operations teams.
- Generate the final data licensing fee for each project based on CIVHC's pricing model
- Ensure all project documents are accurate and have appropriate approvals and signatures
- Ensure clients have received project deliverables with appropriate post-delivery follow up communications and educational materials
- Manage and track the scholarship application process, including timely communication with partner organizations, including the Scholarship Subcommittee members and HCPF
- Create revenue tracking and forecasting reports in Salesforce, manage weekly pipeline reports and meetings across the organization.
- Assist VP of Client Solutions & State Initiatives with monthly and quarterly KPI reporting
- Other tasks and assignments as needed

**Requirements:**

- Bachelor's degree (4+ years of experience may be considered in lieu of specific degree)
- 2-3 years customer experience within a health care environment
- Ability to work in a dynamic, fast paced environment managing multiple deadlines at once
- Ability to communicate and collaborate successfully across a diverse set of stakeholders
- Salesforce experience, using the platform as a CRM and/or sales management tool, with experience generating sales tracking and forecasting reports
- Self-motivated, willing to learn, and flexible
- Attention to detail & process oriented

**Physical Requirements:**

- Ability to work at a computer for extended periods.
- Ability to travel to and from meetings primarily across Colorado's Front Range, some overnight travel may be required.

CIVHC is an equal opportunity employer.

**Limitations and Disclaimer:**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

**Application Instructions:**

Interested candidates may submit cover letters and resumes to [careers@civhc.org](mailto:careers@civhc.org). Please include the job title and your name in the email subject line.