



Center for Improving Value in Health Care (CIVHC)

JOB ANNOUNCEMENT

Position Title:	Account Manager
Department:	Client Solutions & State Initiatives
Reports To:	Business Development Manager
Salary Range:	\$60,000 – \$85,000, annually
Location:	Hybrid, with a minimum of one day a week at the CIVHC office
FLSA Classification:	Exempt, salaried

About Us:

The Center for Improving Value in Health Care (CIVHC) is an independent non-profit that equips partners and communities in Colorado and across the nation with the resources, services and unbiased data needed to improve health and health care. As the designated administrator of Colorado's All Payer Claims Database (CO APCD), CIVHC oversees the collection of health care claims from Colorado's public and private health care insurers and uses that information to promote price transparency, inform policy, advance health equity, conduct research, and much more. We are objective, solution-oriented, and maintain the highest integrity in the work we do.

The Opportunity:

The Account Manager is a critical member of CIVHC's Client Solutions and State Initiatives (CSSI) team and reports to the Business Development Manager. The position supports CIVHC's business development efforts to build and grow relationships with partners that license 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.

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.
- Collaborate with the Data Liaison and Health Data Consultant/Key Account Manager to prepare application for analyst review meeting to ensure the request is properly articulated in CIVHC documentation.
- 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.
- Facilitate and manage CIVHC's bi-weekly cross-departmental project and revenue pipeline meeting.
- Manage and track the scholarship application process, including timely communication with partner organizations, including the Scholarship Subcommittee members and HCPF.
- Collect and report on CO APCD scholarship project summaries to the Colorado Dept. of Health Care Policy and Financing once projects that received funding have been published; and generate the quarterly CO APCD Scholarship Program report.
- Assist with post-delivery client communication when necessary to ensure a smooth client journey.
- 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.
- Work collaboratively within the CSSI department and across teams to identify and assist with the development of new processes that increase productivity and cohesion across departments.
- Manage communication with HSRI, our third-party vendor, to create timelines and an expectation for the production cycle per project.
- Collaborate with the Program Administrator to ensure timely delivery and collaborative cross-team communication to hit revenue and project goals, including finalization of Data Use Agreements and project fee documents for signature.
- Other tasks and assignments as needed.

Qualifications:

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

Working Environment:

- This position is based in Denver, Colorado and applicants that live within commuting distance to Denver will be given preference for this role. Limited relocation assistance may be available for out of state candidates wishing to relocate to the Denver Metro area. CIVHC operates in a hybrid work environment with a requirement of at least one day a week in the office.
- This position involves long-term sitting, computer/desk work, some walking and standing, minimal light lifting, in an office environment. Virtual, phone, and in-person communication. Some overnight travel may be required (<10%).

Perks & Benefits:

- 403(b) Retirement plan
- Comprehensive healthcare, dental, and vision plans
- Dependent Care Flexible Spending Account options
- Employer paid life insurance
- Short- and long-term disability
- Nine paid holidays per year plus generous personal time off
- Flexible schedules, work-from-home options, and an employee wellness program
- Professional development opportunities and an on-site workout facility
- Position may qualify for Public Service Loan Forgiveness Program. For more information, go to: <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service>
- Company-paid parking and more!

How to Apply:

- Please send your cover letter and resume to careers@civhc.org with the job title and your name in the subject line to be considered.

Limitations and Disclaimer:

- CIVHC is not able to provide immigration sponsorship for this position at this time.
- The above job announcement 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.