



Job Title: Account Manager

Reports to: Director Account Management

FLSA Status: Exempt

This role will serve as the primary liaison for an assigned TPAs, brokers and accounts with the responsibility for retention. Ensure C-Level clients receive maximum value from our services. Ensure a deep enough understanding of clients' individual experiences to head off potential issues before they become problems.

Job Responsibilities

- Develop a positive working relationship with all client touch points
- Focus on ensuring we maintain superior customer service levels, operational excellence and strategic insight
- Collaborate with internal departments such as Advocacy, Operations, Legal and Finance
- Analyze and present Executive Summary Reviews
- Follow established processes and workflows
- Provide input on solutions for clients' needs
- Maintain account activity within CRM system
- Travel quarterly for on-site client visits
- Monthly client outreach

Qualifications

- Bachelor's Degree preferred or Associate's Degree
- Minimum 5 years Account Management experience in healthcare industry and client facing
- TPA experience preferred
- Solid understanding of the healthcare industry
- Project management and problem-solving skills
- Confident verbal and written skills, customer service skills and decision-making abilities
- Ability to work independently and remain motivated
- Consultative approach with clients
- Detail oriented, flexible, and strong organizational skills
- Team player
- Responsible and professional demeanor
- Respect for confidentiality and HIPAA guidelines

Advanced Medical Pricing Solutions (AMPS) provides market leading healthcare cost containment services for self-funded employers, public entities, brokers, TPAs, payers and many other entities. As we continue to grow, we look for driven professionals who share our core values. We take a "one team" approach to keeping clients satisfied and engaged with our products and services for the long-term.

Physical Requirements

- Indoor office environment with moderate noise
- Intermittent physical effort may include lifting up to 25 lbs., walking, stopping, kneeling, crouching or crawling may be required
- Frequent sitting, use of a keyboard, reaching with hands and arms, talking and hearing approximately 70% of the time; 30% or less time is spent standing
- Normal vision abilities required including close vision and ability to adjust focus